



Provider Notice

June 30, 2023

Multiple Place of Service Intake Update

CountyCare has recently resolved a claims issue where the Place of Service (POS) code on a claim was defaulting to the header level value on inbound 837Ps vs. the line level value. By defaulting to an incorrect claim level POS rather than the provider supplied line level POS, there was a potential for incorrect duplicate denial edits sent erroneously as well as pricing issues where site of service pricing is applicable.

This issue mainly impacted Community Mental Health Center (CMHC) providers.

To resolve any historical claims that were impacted by this issue please work with the Provider Relations team by either 1). supplying the line level details on the impacted claims to be able to reprocess or 2). resubmitting the claim as a corrected claim.

CONTACT US

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact CountyCare Provider Services at CountyCareProviderServices@cookcountyhhs.org or your Provider Relations Representative.