



Provider Notice

April 29, 2024

New CountyCare Partnerships

CountyCare is committed to improving care delivery and quality of life by developing value-driven care concepts, outcome measures, utilization management programs, and ongoing quality improvements. We introduce the following three new partnerships that will support members in living a healthy lifestyle.

New Program to Improve Outcomes for the Complex Respiratory Patient: Effective 10/16/23

Through a targeted member identification process, the program focuses on members who would traditionally be admitted to a long-term acute care hospital (LTACH) for complex respiratory management and redirects them to a specifically prepared ERC Skilled Nursing Facility (SNF.)

CountyCare is committed to improving care delivery and quality of life by developing value-driven care concepts, outcome measures, utilization management programs, and ongoing quality improvements. We recognize that Complex Respiratory Care patients who are ventilatory dependent and/or have tracheostomies are at risk for many health complications and respiratory infections.

eviCore to manage Durable Medical Equipment Authorization requests: Effective 11/1/23

We are pleased to announce our partnership with eviCore Healthcare to provide prior authorization management of durable medical equipment (DME). With this change, the list of DME HCPCS codes that require prior authorization will be changing. Prior authorizations will be accepted 24 hours a day, seven days a week, excluding planned down time for system maintenance, through the eviCore website, by phone at (Telephone: 866-525-5029 or fax to 866-663-7740

CountyCare Health Plan is committed to providing an efficient and consistent Utilization Management (UM) experience for our members and providers. We are always looking for new solutioning partners who can provide more efficient and effective ways to manage medical care resources.

ProgenyHealth will be taking over Neonatal Intensive Care Unit (NICU) admissions requests: Effective 12/13/23

ProgenyHealth will be taking over the utilization management for NICU admissions. CountyCare Health Plan is committed to ensuring prompt claim payments for newborns that experience a long length of stay due to complex medical needs (usually admitted and managed in a Neonatal Intensive Care Unit (NICU).

Progeny can be reached via their fax (877) 868-9679 as soon as possible within forty-five (45) days after birth of the newborn enrollment with the clinical documentation. Progeny will conduct concurrent review for the newborn until discharge. Progeny will also manage any subsequent elective or emergent admission for newborns up to one (1) year of age, if an initial NICU admission was managed by Progeny.

Contact Us:

CountyCare Provider Services are here to help, you can contact us at 312-864-8200, option 6. You can also use our Interactive Voice Response (IVR) system to verify eligibility. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned PR Representative. 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 your assigned Provider Relations Representative or if you do not know your assigned Representative, please contact: CountyCareProviderServices@cookcountyhhs.org.