



July 2020

Correction: Change to Ordering, Referring, and Prescribing (ORP) Policy, Effective 8/1/2020

Dear CountyCare Provider,

Effective August 1, 2020, Illinois Healthcare and Family Services (HFS) is re-implementing the federally required Ordering, Referring and Prescribing (ORP) policy. This federal requirement mandates that all services ordered, referred or prescribed to a Medicaid member must be performed by a clinician registered in the Illinois Medicaid Program Advanced Cloud Technology (IMPACT), which is the web-based provider enrollment platform. **Please be aware that your prescription request will be denied if you are not enrolled in IMPACT.**

To alleviate the concern of CountyCare members not receiving their medications on August 1, 2020, we have implemented a process that will allow the dispensing pharmacist to submit an override for the requested medication where applicable at the Pharmacy.

If you are a prescriber not currently registered with IMPACT, we urge you to call them right away at 877-782-5565 to enroll.

Additional Resources

IMPACT Enrollment

<https://www.illinois.gov/hfs/impact/Pages/default.aspx>

Check Enrollment Status

Search by name or NPI: <http://ext2.hfs.illinois.gov/hfsindprovdirectory>

If you have any additional questions or concerns, please call CountyCare at 312-864-8200.

Sincerely,
CountyCare Health Plan