



Frequently Asked Questions

CountyCare Prior (PA) Authorization look up tool 2024

Question: What has changed about the tool

Answer: Added many new features

- **New Instructions on Use**-this tab includes important information about:
 - How to search for codes
 - Upcoming changes/updates
 - Specific links for other vendors who are performing prior authorization for specialty carve-outs e.g., Specialty Pharmacy, Durable Medical Equipment, etc.
 - Oncology/Cardiology Specialty Taxonomy (AKA as New Century Health)
- **Search Lookup Tool**- can search for any codes within the PA Look up **Tool**. **Must download a copy of the tool in order for this feature to work**

Please input code here: <input type="text" value="15152"/>		PA REQUIREMENT:	NO
Once code is inputted press "Enter" to populate the code information.		Code Description	Tissue cultured skin autograft, trunk, arms, legs; each additional 100 sq cm, or each additional 1% of body area of infants and children, or part thereof (List separately in addition to code for primary procedure)
		POLICY INFO:	
		PA EFFECTIVE DATE:	PA removed as of 02/15/2023
		PA UPDATE INFO:	
		REVIEWED BY:	County Care (Evolent)
		INSTRUCTIONS ON CODE:	

- **All Codes** tab: listing of the current PA requirements by procedure/service code
 - Column A: Service Category and NCA Review type
 - Columns B, C, D: code type, procedure code, code description
 - Column E: Policy Info: will include the name of any relevant Medical or Pharmacy policy for this procedure code
 - Column F, G: PA requirement (YES/NO) and effective date of requirement
 - Column H: PA Update info- any relevant PA changes or updates with the effective date
 - Column I: Reviewed by- indicates the entity responsible for PA for that specific code
 - Column J: Instructions on Code- special instructions relative to the specific procedure/service code.
- **Separated Specialty Tabs**: breaks out the code that are relative to a specific specialty- Includes codes and PA requirements for each specialty groups of services
 - SUPR Providers
 - **New** Dental
 - **New** NCH
 - **New** eviCore-
- **New Deleted and Discontinued Codes**: Based on the periodic AMA and CMS changes to CPT codes and CMS makes changes to HCPCS codes. This includes deleted and discontinued CPT and HCPCS codes entirely. When they delete a code, it is effective from that date of service forward. For any previous dates of service where the code is active, those are still able to be billed. PA requirements will remain in effect for DOS prior to the date of deletion.

Question: How often will the tool get updated

Answer: Monthly. It is important to review at least monthly to identify changes made that could impact prior authorization

Question: Can I download this file

Answer: Yes, when you click into the Prior Authorization as seen below or in this link [Prior Authorization – CountyCare Health Plan](#). From there you can open to view the file and will have the option at the top of the file to download. Once downloaded click “Enable Content”

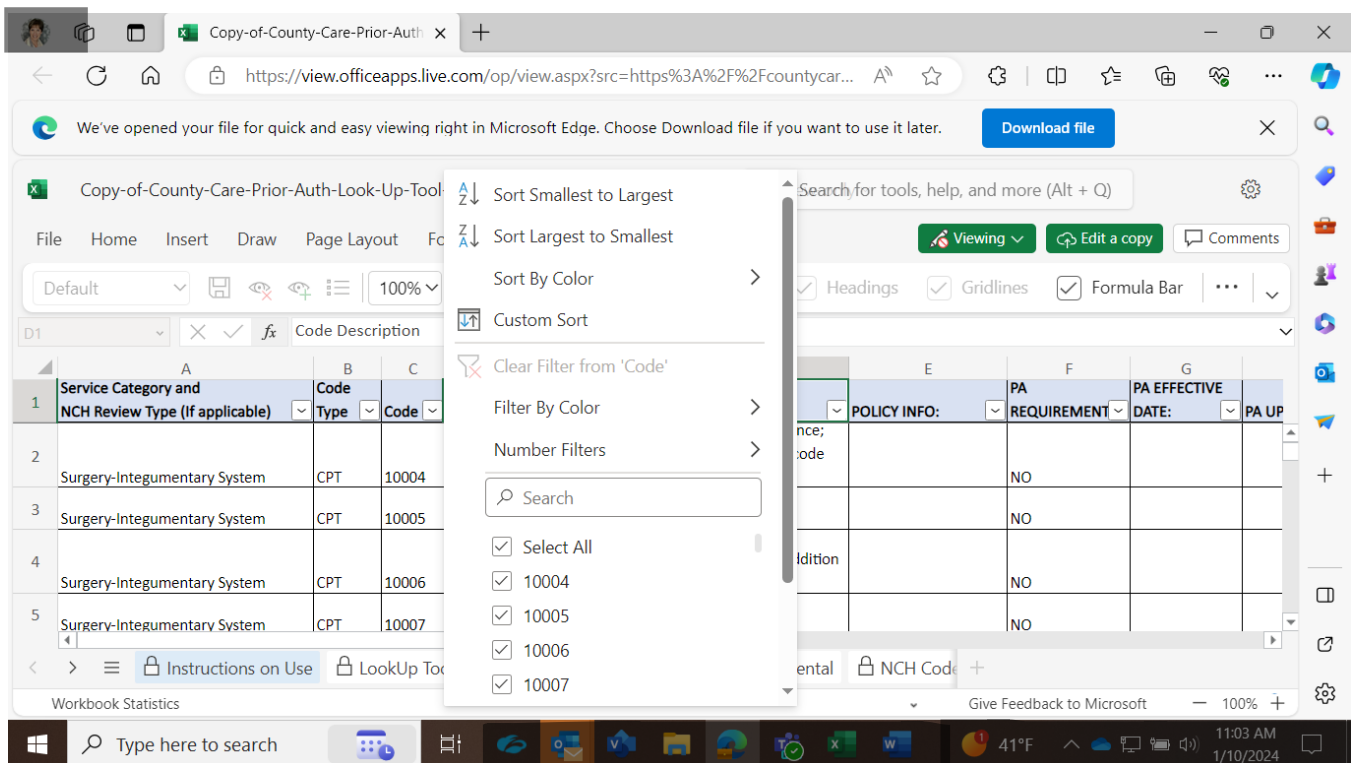
PRIOR AUTHORIZATION CPT LOOK-UP

Questions? Call the CountyCare Medical Management and Prior Authorization Department at 312-864-8200 / 855-444-1661.

Question: Can I still search for codes without downloading a copy

Answer: Yes, but only on the All-Codes tab. The Look up tool does not function unless the file is downloaded. Follow these steps:

1. Will need to go to the All-Codes tab
2. Click Into “Code”
3. Enter the CPT/HCPCS Code to find the requested search



Question: Does this tool apply to out of network providers?

Answer: No

The Prior Authorization Look up tool applies to in-network providers only. All services provided by an out of network provider requires prior authorization by calling 312-864-8200, option 5, or 1-855-444-1661, option 5. Contact us

Question: Where can I get information about this tool

Answer: Please contact CountyCare Provider Services 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.

Question: How can I request a Prior Authorization?

Answer: there are multiple ways to request Prior Authorization:

- In-network providers may submit requests via the [CountyCare Health Plan Portal](#) for a quicker response. Visit CountyCare Provider Portal for details on how to sign up.
- Submit via phone by calling 312-864-8200, option 5, or 1-855-444-1661, option 5.
- Submit via fax by visiting www.countycare.com for fax numbers and detail.