CountyCare Network Management Team

The Network Management Team’s goal is to provide you and your staff with the necessary support to provide the highest quality of care and service to CountyCare enrolled members. Your PR Representative is your first point of contact at CountyCare. They are the liaison to all other departments within CountyCare and will ensure that you and your staff have access to a wide range of resources, education and tools.

# **How to Contact Network Management?**

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|  | **Contracted Provider Partners** | **Non-Contracted Providers** |
| **Email** | Effective 4/1/23, your assigned PR Representative is listed in the table below.  If you do not know your assigned PR Representative, please contact [CountyCareProviderServices@cookcountyhhs.org](mailto:CountyCareProviderServices@cookcountyhhs.org).  Please allow up to 48 hours for a response.  If you have a roster-related question, contact [CountyCareProviderRosterSubmission@cookcountyhhs.org](mailto:CountyCareProviderRosterSubmission@cookcountyhhs.org). | [CountyCareProviderServices@cookcountyhhs.org](mailto:CountyCareProviderServices@cookcountyhhs.org)  This email queue is monitored and issues are triaged to the appropriate expert for resolution. Please allow up to 48 hours for a response.  If you are a non-participating provider requesting status updates on your contract, please contact [CountyCareContracting@cookcountyhhs.org](mailto:CountyCareContracting@cookcountyhhs.org). |
| **Phone** | 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. | |

## Top 5 Reasons to Contact your PR Representative 1. Schedule a CountyCare Provider Orientation for new or existing staff. 2. Learn how to use electronic solutions for authorizations, claims status and eligibility verification.

## 3. Obtain clarification of policies and procedures or your provider contract. 4. Learn about HEDIS and other quality programs and initiatives. 5. Learn how your practice can grow with CountyCare.

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| Representative | Email | Provider Organizations |
| Diane Carreker | [DCarreker@countycare.com](mailto:DCarreker@countycare.com) | * West Suburban, Louis A Weiss, & affiliated medical groups * Loyola Medicine - MacNeal Hospital & affiliated medical groups * Loretto Hospital * St. Bernard Hospital * St. Anthony Hospital & Health Affiliates * South Shore Hospital * The New Roseland Community Hospital * Jackson Park Hospital & Medical Center * LaRabida Children’s Hospital |
| Eva Jones | [Eva.Jones@cookcountyhealth.org](mailto:Eva.Jones@cookcountyhealth.org) | * Cook County Health Hospitals & Ambulatory Community Health Network (ACHN) clinics * Cook County Super Network (CCSN) * NorthShore Health System & Affiliated Physician Groups * Swedish Covenant Hospital & Medical group * Northwest Community Hospital * Little Company of Mary Hospital and affiliate physicians * Community First Medical Center * Shriners Hospitals for Children * Insight Health * Cano Health * Independent Physician/Medical Groups |
| Jeffrey Ray | [Jeffrey.Ray@cookcountyhealth.org](mailto:Jeffrey.Ray@cookcountyhealth.org) | * University of Chicago Medical Center, Comers Children’s, Ingalls Memorial Hospital & affiliated medical groups * Northwestern Medicine hospitals & medical groups * Ann & Robert Lurie Hospital & faculty practice providers * Sinai Health - Mount Sinai Hospital, Schwab Rehabilitation, Holy Cross & affiliated medical groups * Ascension Illinois * Thorek Memorial Hospital * Humboldt Park Health Hospital & PHO |
| Margarita Childress | [Margarita.Childress@cookcountyhealth.org](mailto:Margarita.Childress@cookcountyhealth.org) | * Apogee Health Partners * Oak Street Health * LTACH Facilities * Specialists * University of Illinois Hospital & Providers, Miles Square Clinic |
| Sada Austin | [Sada.Austin@cookcountyhhs.org](mailto:Sada.Austin@cookcountyhhs.org) | * SUPR/CMHC/BHC/CCSO * Behavioral Health providers * Behavioral Health Hospitals * Illinois Health Practice Association (IHPA) * E Psychiatry/MFCR |
| Dawn Simmons | [Dawn.Simmons@cookcountyhealth.org](mailto:Dawn.Simmons@cookcountyhealth.org) | * FQHCs and ERCs (see list below) |
| Ta-Neshia Brandon | [Taneshia.Brandon@cookcountyhealth.org](mailto:Taneshia.Brandon@cookcountyhealth.org) | * Skilled Nursing Facilities * Supportive Living Facilities * Home Health Providers * Hospice Providers * Waiver Providers * Home & Community Based Services (HCBS) * Advocate Healthcare * Rush Health hospitals & affiliated medical groups |
| Provider Relations | [countycareproviderservices@cookcountyhhs.org](mailto:countycareproviderservices@cookcountyhhs.org) | * DME * Imaging Centers * Dialysis Facilities * Independent Labs |

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| FQHCs & ERCs  Dawn Simmons | | |
| Access Community Health Network  Alivio Medical Center  Asian Human Services  Aunt Martha’s Health & Wellness  Beloved Community Family Wellness  Chicago Dept. of Public Health  Chicago Family Health Center  Christian Community Health Center  Erie Family Health Centers | Esperanza Health Centers  Family Christian Health Center  Friend Family Health Center  Greater Elgin Family Care Center  Hamdard Center  Heartland Health Centers  Heartland Health Alliance  Howard Brown Health  Infant Welfare Society | Lawndale Christian Health Centers  Legacy Medical Care Inc.  Near North Health Service Corp.  PCC Community Wellness Centers  Pilsen Wellness  Prime Care Community Health  TCA Health Inc., NFP  VNA HealthCare |

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