



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?

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

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.

Representative	Email	Provider Organizations
Diane Carreker	DCarreker@countycare.com	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • University of Chicago Medical Center, Comer 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	<ul style="list-style-type: none"> • Apogee Health Partners • Oak Street Health • LTACH Facilities • Specialists • University of Illinois Hospital & Providers, Miles Square Clinic

Sada Austin	Sada.Austin@cookcountyhhs.org	<ul style="list-style-type: none"> • SUPR/CMHC/BHC/CCSO • Behavioral Health providers • Behavioral Health Hospitals • Illinois Health Practice Association (IHPA) • E Psychiatry/MFCR
Dawn Simmons	Dawn.Simmons@cookcountyhealth.org	<ul style="list-style-type: none"> • FQHCs and ERCs (see list below)
Ta-Neshia Brandon	Taneshia.Brandon@cookcountyhealth.org	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • DME • Imaging Centers • Dialysis Facilities • Independent Labs

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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