



Provider Notice

November 17, 2022

Provider Relations Team

The Provider Relations team is here to help our providers better serve their patients who are our members.

The goal of this team is to furnish you and your staff with the necessary tools to provide the highest quality of care and service to CountyCare enrolled members. Your representative should be a first point of contact at CountyCare. He/she/they is/are a liaison to all other departments within CountyCare and will ensure that you and your staff have access to a wide range of resources, information, education, and tools to support your practice.

How to Contact Provider Relations?

	Contracted Provider Partners	Non- Contracted Providers
Email	You are encouraged to schedule routine on-site meetings with your assigned representative.	Email ProviderServices@countycare.com . The email queue is monitored, and issues are triaged to the appropriate expert for resolution. You will receive an email confirming that we have received and logged your issue within one business day. If you are a non-PAR provider requesting status updates on your contract, please contact 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 Network Representative.	

Top 5 Reasons to Contact your Provider Relations Representative

1. To schedule an orientation to CountyCare for new staff or for ongoing education for existing staff.
2. To learn how to use electronic solutions for authorizations, claims status, and eligibility verification.
3. To obtain clarification of policies and procedures or your provider contract.
4. To learn about HEDIS and other quality programs and initiatives.
5. To learn how your practice can grow with CountyCare.

Who is my CountyCare Provider Relations Representative?

Representative assignments for hospital systems, health care organizations and specific provider types can be obtained by contacting us at ProviderServices@countycare.com, and we will connect you to a representative.

Please allow 48 hours for contact.