



Provider Notice

March 29, 2021

CountyCare Network Management Team

The goal of the Provider Relations Team is to supply you and your staff with the necessary tools to provide the highest quality of care and service to CountyCare Health Plan (CountyCare) enrolled members. Your Representative is the first point of contact at CountyCare. They are the liaisons 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.

Why should I contact my Provider Relations Representative?

1. To schedule a CountyCare New Provider Orientation 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.

How to Contact Provider Relations/Services?

| | Contracted Providers | Non-Contracted Providers |
|-------|--|---|
| Email | Your assigned Representative's email address is in the table below. We encourage you 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. |
| Phone | Contact CountyCare Provider Services at 312-864-8200 . You can use our Interactive Voice Response (IVR) system to verify eligibility 24 hours a day or speak with Provider Services Representatives who can assist you with eligibility and claim status. They can also connect you with your assigned Provider Relations Representative. | |

Who is my CountyCare Provider Relations Representative?

Representative assignments for hospital systems, health care organizations, and specific provider types are listed in the grid below. If you do not see your organization listed, please contact us at ProviderServices@countycare.com and we will connect you to a Provider Relations Representative. **Please allow 48 hours for a response.**

PROVIDER RELATIONS REPRESENTATIVE ASSIGNMENTS

| Representative | Email Address | Provider Organizations |
|----------------------------|--|---|
| Tanisha Harvey | tharveywilliams@countycare.com | <ul style="list-style-type: none"> • Ann & Robert Lurie Hospital & faculty practice providers • Sinai Health - Mount Sinai Hospital, Schwab Rehabilitation, Holy Cross, & affiliated medical groups • Northwestern Medicine hospitals & medical groups • Metro South Medical Center & affiliated physicians • Infinity Skilled Nursing Facilities • Alden Skilled Nursing Facilities • Swedish Covenant Hospital & Medical group • Roseland Hospital • University of Illinois Hospital, faculty practice providers, & Miles Square Clinic • Cook County Health & Ambulatory Community Health Network (ACHN) clinics |
| Sabrina Rodriguez | srodriguez@countycare.com | <ul style="list-style-type: none"> • Rush Health Hospitals & affiliated medical groups • Northwest Community Hospital • Kindred Hospitals • Shirley Ryan Ability Lab • Skilled Nursing Facilities • Supportive Living Facilities • Home Care Agencies |
| Diane Carreker | dcarreker@countycare.com | <ul style="list-style-type: none"> • Pipeline Health - West Suburban, Louis A Weiss & affiliated medical groups • MacNeal Hospital • St. Anthony Hospital & Health Affiliates • University of Chicago Medical Center, Comers Children's, Ingalls Memorial Hospital, & affiliated medical groups • Advocate Healthcare • Amita Health • Norwegian American Hospital, Century PHO & NAH medical group |
| Alejandrina (Gina) Godinez | agodinez@countycare.com | <ul style="list-style-type: none"> • Saint Bernard Hospital & Partners in Health PHO • Jackson Park Hospital & affiliated medical group • South Shore Hospital • Shriners Hospital for Children • Apogee Health Partners • Oak Street Health |

| | | |
|---------------------------------|---|---|
| <p>Jhonathon Aguilar</p> | <p>jhaguilar@evolenthealth.com</p> | <ul style="list-style-type: none"> • LaRabida Children's Hospital & physicians • SUPR/CMHC/BHC • Behavioral Health (BH) providers • All BH Hospitals (even if part of larger Hospital System) • Behavioral Health Consortium (BHC) agencies & providers |
| <p>Nakia Elliott</p> | <p>nelliott@countycare.com</p> | <ul style="list-style-type: none"> • Hospice providers • Loretto Hospital • RML Specialty Hospital • Thorek Memorial Hospital & affiliated providers |
| <p>Voytek Buczkowski</p> | <p>vbuczkowski@countycare.com</p> | <ul style="list-style-type: none"> • Mercy Hospital and affiliated physicians • Northshore University Health System & medical group • Community First Medical Center • DME/Medical Supplies • Imaging Centers • Dialysis Facilities • Labs |
| <p>Bridgette Adams</p> | <p>badams@countycare.com</p> | <ul style="list-style-type: none"> • Waiver Providers, Home & Community Based Services (HCBS), and Managed Long-Term Services & Supports (MLTSS) |

FQHCs & ERCs

Alejandrina (Gina) Godinez
agodinez@countycare.com

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