



# Provider Notice

January 21, 2022

## Enhanced Utilization Management Provider Portal

CountyCare is delighted to announce that we have enhanced our utilization management provider portal, **Identifi | Practice**, effective January 13, 2022. This enhancement will allow you to submit clinical appeals directly through the portal.

**Identifi | Practice** is supported by four browsers:

- Google Chrome
- Firefox
- Internet Explorer
- Microsoft Edge

**\*Note:** Google Chrome is the preferred browser, as it provides the best user experience for the web application.

### Contact Us

You can access the provider portal, educational materials and links to training presentations here:

<http://www.countycare.com/providers/portal>.

For general questions, please contact CountyCare Provider Services at **ProviderServices@countycare.com** or your Provider Relations Representative.

As always, thank you for your continued service to our members.