



Provider Notice

October 2023

Utilization Management of Neonatal Intensive Care Newborns

Change to ProgenyHealth, LLC effective 12/13/2023

CountyCare Health Plan is committed to providing an effective quality outcome for our high-risk newborns and their caregivers. We are happy to announce a partnership with ProgenyHealth, a company which specializes in Neonatal Utilization Management Services. This partnership includes ProgenyHealth's Neonatologists, Pediatricians and Neonatal Nurse Care Managers who will work closely with CountyCare's physicians and Case managers, to promote healthy outcomes for their premature and medically complex newborns.

Effective, December 13, 2023, ProgenyHealth will provide utilization management services for infants admitted to CountyCare NICUs (Neonatal Intensive Care Unit) or special care nurseries. Hospitals will need to notify ProgenyHealth directly of admissions via Sfax at (877) 868-9679 and their clinical staff will contact your designated staff to perform utilization management and assist with discharge planning throughout the inpatient stay. If you wish to learn more about ProgenyHealth's programs and services visit www.progenyhealth.com and see *Frequently Asked Questions* [here](#).

This policy is intended to provide guidance for In-Network facilities. However, all Out of Network NICU or Special Care Admission are subject to authorization by ProgenyHealth as well.

Contact us

Please contact CountyCare Provider Services at **312-864-8200, Option 6 with any questions**. 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.

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact your assigned Provider Relations Representative or if you do not know your assigned Representative, please contact CountyCareProviderServices@cookcountyhhs.org.