



Provider Notice

July 14, 2025

Prohibition of Bot Users on the CountyCare Provider Portal

Effective Immediately, to maintain the security, integrity, and performance of the CountyCare [Provider Portal](#), the use of **automated bot users or scripts** to access or interact with the portal is **strictly prohibited**.

Unauthorized Access by Bot Users

Any account found to be using automated tools, bots, or scripts to log in, retrieve data, or perform actions on the portal will be **immediately deactivated** without prior notice. This policy is in place to protect sensitive member and provider data and ensure fair and reliable access for all users.

Alternative Access Methods for Eligibility and Claims

If the portal is not available, providers are encouraged to use the following **HIPAA-compliant electronic data interchange (EDI) transactions**:

- **Eligibility Inquiry and Response (270/271)**
 - This method is ideal for integrating eligibility checks directly into your practice management system or clearinghouse.
 - **270**: Used to electronically request a member's eligibility and benefit information.
 - **271**: The response from CountyCare providing real-time eligibility status, coverage details, and benefit limitations.
- **Claim Status Inquiry and Response (276/277)**
 - This process helps reduce the need for manual claim follow-ups and improves billing efficiency.
 - **276**: Used to inquire about the status of a submitted claim.
 - **277**: The response from CountyCare detailing the claim status, including acceptance, rejection, or adjudication results.

CONTACT US

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 CountyCare Provider Relations at countycareproviderservices@cookcountyhhs.org or your assigned Provider Relations Representative.