



Provider Notice

October 1, 2026

CountyCare Provider Inquiry & Review Process Guide

CountyCare is committed to ensuring a clear, consistent and efficient process for providers seeking review of claim and authorization determinations. To support this, we have established defined pathways for providers to submit inquiries, including reconsiderations, claim disputes, service authorization disputes and member appeals.

Each pathway serves a distinct purpose and follows specific submission requirements, timelines and review processes. Selecting the appropriate pathway is critical to ensuring timely resolution and accurate handling of your request. This guide is intended to help providers understand the differences between each pathway, when to use them and how to submit requests through the appropriate channels.

By aligning inquiries to the correct process and providing complete and accurate documentation at submission, providers can help minimize delays and support efficient review. CountyCare reviews all requests in accordance with established regulatory timeframes and will communicate determinations promptly upon completion.

View the Provider Inquiry & Review Process Guide [here](#).

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 Services at countycareproviderservices@cookcountyhhs.org or your assigned provider relations representative. You can also reach CountyCare Provider Services by phone at 312-864-8200, option 3.