



# Provider Notice

March 20, 2025

## **Prior Authorization Change Effective 1/22/25**

CountyCare Health Plan is committed to providing efficient and consistent Utilization Management (UM) experiences for our members and providers. We continue to review our prior authorization (PA) lists to ensure they are up to date with current fee schedules.

**Effective 1/22/25, the following HCPCS codes managed by EviCore no longer require PA.**

• HCPCS	• Description
• E0570	• Nebulizer, with compressor
• E0575	• Nebulizer, ultrasonic, large volume
• E0580	• Nebulizer, durable, glass or autoclavable plastic, bottle type, for use with regulator or flowmeter

EviCore is still responsible for PA for other durable medical equipment (DME) codes as listed in the PA Look Up Tool that can be found [here](#).

- To request prior authorization for DME that is on the PA list and requires PA, you can access the EviCore web portal and build a case at <https://evicore.com/Pages/ProviderLogin.aspx>.
- PAs are accepted 24 hours a day, seven days a week, excluding planned down time for system maintenance, through the EviCore website, by telephone at 866-525-5029 or by fax to 866-663-7740.
- For telephone requests, the business hours are 8 a.m. to 9 p.m. E.T., Monday through Friday.

This notice is intended to provide guidance for in-network facilities. However, all out-of-network requests are subject to PA through EviCore. Out-of-network requests may be redirected to an in-network provider whenever possible and will be subject to physician review.

### **Contact Us**

Please contact CountyCare Provider Services at **312-864-8200, option 6**. You can also use our Interactive Voice Response (IVR) system to verify eligibility. Our Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned Provider Relations 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](mailto:CountyCareProviderServices@cookcountyhhs.org).