



# Provider Notice

December 29, 2023

## Update to Prior Authorization (PA) Look-Up Tool (formerly called CPT Look up)

As CountyCare continues to strive for ways to streamline and improve operations, we have created a new Prior Authorization Lookup tool (formerly called the CPT Lookup tool) to improve your ability to find prior authorization requirements at the procedure code level. The new tool includes the following tabs:

- **New Instructions on Use**-this tab provides instructions and updates
- **New Search Lookup Tool**- can search for any codes within the PA Look up Tool
- **All Codes** tab: listing of the current PA requirements by procedure/service code
- **Separated Specialty Tabs**: breaks out the code that are relative to a specific specialty- Includes codes and PA requirements for each specialty groups of services
  - SUPR Providers- behavioral health and substance use
  - **New** Dental for dental procedures
  - **New** NCH for Oncology and Cardiology specialty care
  - **New** eviCore for durable medical equipment
- **New Deleted and Discontinued Codes**: Based on the periodic AMA and CMS changes to CPT codes and CMS makes changes to HCPCS codes. This includes deleted and discontinued CPT and HCPCS codes entirely.

For additional instructions and details about the PA look up tool click here: [Provider Resources – CountyCare Health Plan](#) and see PA Look-up Tool FAQ 2024. To see the new PA Look up tool click here: [Prior Authorization – CountyCare Health Plan](#)

We will be offering an educational webinar in January regarding the use of the tool, provide answers to any questions and get feedback on improvements. The Provider Relations team will be sending out a notice in the next few weeks.

**This notice and use of the Prior Authorization Look up tool applies to in-network providers. All services provided by an out of network provider requires prior authorization by calling 312-864-8200, option 5, or 1-855-444-1661, option 5.**

### 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. 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](mailto:CountyCareProviderServices@cookcountyhhs.org).

Reminder - there are multiple ways to request Prior Authorization:

- In-network providers may submit requests via the [CountyCare Health Plan Portal](#) for a quicker response. Visit CountyCare Provider Portal for details on how to sign up.
- Submit via phone by calling 312-864-8200, option 5, or 1-855-444-1661, option 5.
- Submit via fax by visiting [www.countycare.com](http://www.countycare.com) for fax numbers and detail.