



Provider Notice

February 21, 2024

Enhanced Respiratory Care (ERC) Program Update- Referral Process

CountyCare is committed to improving care delivery and quality of life by developing value-driven care concepts, outcome measures, utilization management programs, ongoing quality improvements and helping providers stay informed about our programs.

On 10/16/23 we implemented the ERC Program and have made great strides to improving outcomes to our complex respiratory members. We want to continue to remind our providers of the benefits of the program and have created an informational flyer that has helpful information about the program and how to make an ERC referral. This flyer is intended for providers only and should not be given to members at this time. You can review the flyer [here](#) under Clinical Policies.

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. We hope this flyer will be helpful in the identification of members who could potentially benefit from this program. To make a referral you can do the following:

**Call CountyCare UM at 312-864-8200, option 5 OR 855-444-1661, option 5 OR
Submit via fax referral form to 800-856-9434. The referral form can be found here:
[CCH InpatientPriorAuthorizationForm English 092618.pdf \(countycare.com\)](#)**

Contact Us

If you have any questions or would like additional information, 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 advise on who your Provider Relations (PR) representative.

If you would like to contact your PR Representative directly and do not have their contact information or do not know your assigned Representative, please contact CountyCareProviderServices@cookcountyhhs.org or you can click [here](#) to review the CountyCare Provider Relations team assignments.