

Provider Notice

December 1, 2025

Criteria Set Change for EviCore – Effective 2/1/2026

CountyCare Health Plan is committed to providing an efficient and consistent Utilization Management (UM) experience for our members and providers. Our goal is to ensure that our members get the right care at the right time in the right place.

Our partner, EviCore by Evernorth, remains committed to continuously enhancing the Durable Medical Equipment (DME) program. Effective 2/1/26, EviCore is launching their new proprietary DME guidelines. This important update brings added value to our clients and providers by aligning with evolving clinical standards. These criteria will be used instead of InterQual.

Key Highlights:

- **Rapid Adaptation to Emerging Science:** The guidelines are designed to evolve quickly with new clinical evidence, ensuring timely updates.
- **Clinical Oversight:** EviCore's Medical Directors actively contribute to the development and refinement of the guidelines to maintain alignment with current standards of care.
- **Validated Consistency:** A gap analysis confirmed no significant differences between the new guidelines and existing standards.
- **Accessible Resources:** The full set of DME guidelines is available on EviCore's portal resource page for clients, providers, and members.
- **Ongoing Evaluation of EIU Codes:** EviCore regularly reviews Experimental, Investigational, and/or Unproven (EIU) HCPCS codes as new data emerges, helping ensure guidelines remain current and evidence based.

You can access the new guidelines here: [Durable Medical Equipment | EviCore by Evernorth](#)

Reminder

Request prior authorization for DME from EviCore by:

- Using the [EviCore web portal](#)
- Faxing a request to 866-663-7740
- Calling 866-525-5029, Monday - Friday 7 a.m. to 8 p.m. CST.

This policy is intended to provide guidance for in-network providers. However, all out-of-network requests are subject to prior authorization through EviCore as well. 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. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned PR Representative.



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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.