



Provider Notice

December 2024

Prior Authorization Change Effective 3/1/25

Evolent Specialty Services (formerly National Imaging Associates) will now manage prior authorization requests for a select group of services.

CountyCare Health Plan is committed to providing an efficient and consistent Utilization Management (UM) experience for our members and providers. We are always looking for new solutioning partners who can provide more efficient and effective ways to manage medical care resources.

We are pleased to announce our partnership with Evolent to provide prior authorization management for the following services:

- Musculoskeletal surgery (MSK) for the spine
- Interventional pain management (IPM)
- Physical Medicine: Physical, Occupational and Speech therapy
- Advanced Imaging and Diagnostic Cardiology

For a detailed list of prior authorization (PA) changes, please visit the PA look-up tool:

countycare.com/providers/prior-authorizations/. You can view all the public published guidelines here: [Welcome to RadMD.com | RADMD](https://www.radmd.com/).

In the coming weeks, CountyCare will be providing orientation sessions for each specialty service designed to assist you and your staff with the transition to Evolent Specialty Services (ESS). Separate notices/invitations will be sent out to providers relative to the specific specialty.

Prior Authorization Highlights

- Prior authorizations will be available as follows:
 - Via Evolent provider portal at RadMD.com - Available 24/7
 - Via telephone at 1-800-424-1732. Staff is available Monday - Friday from 7:00 a.m. to 7:00 p.m. CST.
- CountyCare approvals issued before March 1, 2025, are effective until the authorization end date. **Upon expiration, new authorization requests must be submitted to Evolent.**
- For services/treatment that did not require an authorization prior to March 1, 2025, an authorization may be required from Evolent for service/treatment dates on and after March 1, 2025.

These changes are intended to provide guidance for In-Network providers however, **all** Out of Network provider requests are subject to prior authorization through ESS as well. Out of Network provider 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.

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.