



# Provider Notice

July 12, 2023

## **Change in Authorization for Newborn Admissions Effective September 13, 2023**

CountyCare Health Plan is committed to ensuring prompt claim payments on newborns that experience a long length of stay due to complex medical needs.

Effective Insert 9/13/23, CountyCare will be requiring the newborn's Medicaid ID to be submitted with the Clinical Prior Authorization request within 45 days after birth. The UM request for the newborn's continued stay must include these 3 valid identifiers: baby's name, ID number and Date of Birth (DOB) in addition to the existing authorization number. The IP Prior auth form can be found [here](#) is recommended and will ensure that the required information is submitted properly. The request may be submitted via the portal or by fax. A new authorization number will be generated to ensure timely reimbursement for care.

After the 45<sup>th</sup> day following birth, Utilization Management will not be able to process the request under the mother's auth and the provider will receive a service rejection. Untimely submissions will not be processed unless evidence of retro eligibility is submitted. Please check MEDI after day 46 to verify correct health plan enrollment before submitting claims.

For a full list of Prior Authorization codes, the CPT Code Look-Up is available [here](#).

To access the [CountyCare Utilization Management](#) Provider Portal when submitting authorizations or extensions, find the portal link [here](#). If you need additional assistance on how to use the portal, please contact CountyCare Provider Services at [ProviderServices@countycare.com](mailto:ProviderServices@countycare.com) or your Provider Relations Representative.

### **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).