



# Provider Notice

December 13, 2023

## **Progeny Authorizations and Newborn Eligibility Update**

CountyCare Health Plan is committed to ensuring prompt claim payments for newborns that experience a long length of stay due to complex medical needs (usually admitted and managed in a Neonatal Intensive Care Unit (NICU)).

As previously noticed, ProgenyHealth will be taking over the utilization management for NICU admissions effective December 13, 2023. See notice [here](#). With this change, the notification of the newborn eligibility will change as well. Hospitals should check the MEDI system frequently to confirm the newborn enrollment. If CountyCare enrollment is confirmed, please notify Progeny via their Sfax (77) 868-9679 as soon as possible within forty-five (45) days after birth and include a screen shot of the newborn enrollment with the clinical documentation. Progeny will continue concurrent review for the newborn and enter an authorization under the newborn Medicaid ID.

If after the 45<sup>th</sup> day following birth, no Medicaid ID has been provided to Progeny, the NICU authorization case will be closed under the mother's ID. No additional days will be approved.

You will have an additional thirty (30) days to send information for a retrospective review, if you find that the newborn has been enrolled in CountyCare. As noted above, please send a notification and screenshot of newborn enrollment from MEDI with the clinical documentation to Progeny via Sfax at (877) 868-9679 and the NICU case can be reopened under the newborn's Medicaid ID. Please notify us before you send a claim for payment. If you send notice of eligibility after thirty (30) days or send a claim before letting us know, you can request a provider dispute through the documented CountyCare process.

### Readmissions:

Progeny will also manage any subsequent elective or emergent admission for newborns up to one (1) year of age, if an initial NICU admission was managed by Progeny. Elective and/or emergent admissions for infants less than 1 year of age who did not require a NICU stay covering dates of service after 12/12/2023 will still be managed by CCH UM (Evolent). Elective and/or emergent admissions for infants 1 year of age or older will be managed by CCH UM, regardless of any prior NICU stay under Progeny.

### **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 help 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).