



Provider Notice

10.31.22

SMART Act Authorization Changes Effective October 31, 2022

CountyCare is committed to keeping their providers aware of utilization management (UM) changes as required. CountyCare will no longer apply the Save Medicaid Access and Resources Together (SMART) Act regarding alcohol and drug detox admissions and readmissions. Previously, CountyCare was issuing a benefit denial for detox admissions without clinical review if they met the criteria outlined within the SMART Act. CountyCare will now require that all detox admissions be reviewed for medical necessity and require authorization.

Utilization Review Process:

- Providers must provide the necessary clinical information in a timely manner to allow the CountyCare UM Department to review and provide a timely decision.
- The severity of illness and intensity of service requiring inpatient level of care will be assessed based on clinical documentation provided.
- If the clinical information provided does not meet clinical review criteria, the request will go through the standard utilization review process and will include medical director review.
- A Peer to Peer may be requested for any adverse determination if requested within 2 business after determination.
- All adverse determinations offer appeal rights

Submitting Authorization Requests

As a reminder, to submit an authorization request, CountyCare Health Plan has a Provider Portal that is designed to provide real-time access to valuable information about your CountyCare patients and may eliminate the need to call Provider Services. You can access the provider portal, educational materials, and links to training presentations here: <http://www.countycare.com/providers/portal>

The Provider Portal is our preferred option for submitting requests but if you are unable to utilize the portal there are other options for authorization submissions

- Submit via phone by calling 312-864-8200, option 4.
- Submit via fax by visiting [countycare.com](http://www.countycare.com) for fax numbers and details.

CONTACT US

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 CountyCare Provider Services at ProviderServices@countycare.com or your Provider Relations Representative.