



Provider Notice

October 31, 2024

SUPR Expanded Services Program Effective 12/1/2024

CountyCare Health Plan is committed to ensuring our members receiving SUPR Residential Treatment are also receiving planned and consistent aftercare support. This program’s goal is to reduce care gaps and support a smooth engagement to the community case manager. This program aims to positively impact outcomes for members through connected recovery care engagement, targeted support of social determinates of health needs, timely case management referral, and enhanced discharge planning.

This program aligns with the notification requirement effective January 10, 2024 (provider notice posted November 2023 is [here](#)) for the following codes and the follow up notice posted in April 2024 providing further guidance on notification (provider notice posted [here](#).)

PA Effective Date	Code Type	Code	Description
1/10/24	HCPCS	H0010	Detoxification
1/10/24	HCPCS	H0012	Alcohol and/or drug services; sub-acute detoxification
1/10/24	HCPCS	H0047	Rehabilitation-Adult (Age 21+)
1/10/24	HCPCS	H0047	Rehabilitation-Child (Age 20 or under)
1/10/24	HCPCS	H2036	Adolescent Residential care

Our Utilization Management (UM) Team will continue to partner with our Residential Treatment Centers (RTC) and ensure our members have the best possible recovery outcomes. The UM team will be requesting information, progress and discharge plan updates on our members in the RTC facilities and will provide support for discharge planning. We hope that all SUPR providers will continue to collaborate to ensure our members have successful outcomes. In addition to clinical updates on members’ progress, we hope to be provided with copies of our member’s final aftercare/discharge plan on a timely basis so we can be readily available to support our members at discharge.

Over the next month, the CountyCare Provider Relations team will be coordinating meetings with you and our Utilization Management team to review the upcoming changes and provide details around the process flow. We hope you will be able to attend and have questions prepared.

This policy is intended to provide guidance for In-Network facilities. All Out of Network requests are subject to prior authorization along with Medical Director review and may be redirected to an In-Network facility.

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 (PR) Representative or if you do not know your assigned PR Representative, please contact CountyCareProviderServices@cookcountyhhs.org.

Reminder

There are multiple ways to request Prior Authorization and notification:

- ***In-network providers only*** may submit requests via [CountyCare Health Plan Portal](#) for quicker response. Visit CountyCare Provider Portal for details on sign up. **You can find the portal link [here](#).**
- Submit via phone by calling 312-864-8200, option 5, or 1-855-444-1661, option 5.
- Submit via fax by visiting www.countycare.com for fax numbers and details.