



September 1, 2020

DCFS YOUTHCARE PROGRAM UPDATE

CountyCare Health Plan is excited to welcome the Department of Children and Family Services (DCFS) YouthCare program. CountyCare is committed to ensuring a smooth transition for all impacted members and providers.

Please see key information regarding the YouthCare transition below:

- **Eligibility:** On September 1, 2020, DCFS youth in care will be automatically enrolled with the YouthCare program. Members may enroll with other managed care organizations (MCOs), including CountyCare, if there are access to care issues. All providers should check the child's eligibility in MEDI for the health plan responsible for care. DCFS youth in care are children and adolescents under the age of 21.
- **Care Coordination:** All CountyCare youth in care members will receive care coordination. Submit [a referral form](#) for members to receive a call from their care coordinator within 2 business days or call 312-864-8200 to be connected to the CountyCare's care coordination team.
- **Interim Medical Case Management:** If a newly enrolled youth in care is already receiving his/her care through a HealthWorks lead agency, CountyCare will enter into a single-case agreement with that HealthWorks lead agency to provide interim medical case management through the first forty-five (45) days of DCFS custody of the youth. The CountyCare HealthWorks lead agency is Aunt Martha's.
- **Continuation of Care:** Providers should not cancel or postpone upcoming procedures and appointments or stop providing services. CountyCare will allow new youth in care enrollees an initial 180-day transition period, during which the enrollees may maintain a current course of treatment with a provider who is not part of CountyCare's provider network.
- **Prior Authorization:** For services already approved or in progress, CountyCare will allow new youth in care enrollees an initial 180-day transition period, during which the enrollees may maintain a current course of treatment with a provider who is not part of CountyCare's provider network. Providers do not need to secure a duplicative CountyCare authorization for services already approved. For services not already in progress, but new after date of service of September 1, 2020, providers must follow CountyCare's policies and procedures regarding authorization for treatment. Prior authorization information, including a detailed service code lookup, are located [HERE](#).
- **Claims Issues:** If you are having claims issues, please contact your Provider Relations Representative or submit a claims review through the provider portal at <http://www.countycare.com/providers/portal>. Additional claims information is located [HERE](#).
- CountyCare will provide additional information and support when they become available.



Contact Us

If you have any questions or would like additional information, please contact CountyCare Provider Services at ProviderServices@countycare.com, **312-864-8200, option 6**, or contact your Provider Relations Representative directly. If you would like to speak with a CountyCare Utilization Management team member regarding prior authorization or continuity of care, please contact us at 312-864-8200, option 5.