



Provider Notice

December 27, 2023

New Member Population January 2024

Effective January 1, 2024, members participating in Healthcare and Family Services' **Health Benefits for Immigrant Adults** and **Health Benefits for Immigrant Seniors** (HBIA/HBIS) programs, will be transitioning into Medicaid Managed Care. Health Benefits for Immigrant Adults (HBIA) and Health Benefits for Immigrant Seniors (HBIS) are programs for people who are 42 years old or older, meet income guidelines, and are not eligible for Medicaid due to immigration status. CountyCare anticipates welcoming an additional 40,000 members in "CountyCare Access" between January and April 2024. Enrollment into both programs remains **paused** so no new applications should be submitted. Similar to other populations enrolled in managed care, there are some members who will remain in fee-for-service because they are excluded from managed care. Those are members with TPL or on spenddown (HBIS only).

CountyCare is the only Medicaid health plan that offers covered services at no-cost to HBIA/HBIS members.

Covered Services:

Doctor and hospital care	Lab tests
Rehabilitative services such as physical and occupational therapy	Home health, mental health, and substance use services
Kidney and stem cell transplant services	Post acute care up to 90 days at skilled nursing facilities*
Prescription drugs	Dental, transportation, and vision services

*For post-acute rehab benefits occurring at Nursing Facilities, Hospitals, or Rehab Hospitals, authorization is always required, this includes participating providers. Please ensure that prior authorization is requested when an HBIA/HBIS member requires post-acute rehab services.

Non-Covered Services:

Long-term care	Home and community-based services (waiver services)
Transplant services (exception: kidney and stem cell transplant services; see above "Covered Services")	

Member ID Card Example: front and back

CountyCare
A MEDICAID HEALTH PLAN

Member Name:
Medicaid ID#:
Product:

PCP Name:
PCP Phone:

Rx: CVS Caremark
RxBIN: 004336
RxPCN: MCAIDADV
RxGroup: RX23BT

Member Services
312-864-8200
855-444-1661 (toll-free)
711 (TDD/TTY)
CountyCare.com

Effective Date:

Regulatory Agency – HealthCare and Family Services

Members:
For emergencies, call 9-1-1 or go to the nearest emergency department.
24/7 Nurse Advice Line: 312-864-8200, 855-444-1661 (toll-free), 711 (TDD/TTY)
Questions about transportation, urgent care, pharmacy, behavioral health, dental or vision call: 312-864-8200, 855-444-1661 (toll-free), 711 (TDD/TTY).

Providers:

Submit Claims to:
CountyCare Health Plan
Attention: Claims
P.O. Box 211592
Eagan, MN 55121-2892
CountyCare Health Plan Payor ID#: 06541

Provider Services, eligibility verification, transportation:
312-864-8200

Provider Portal
countycare.valence.care/

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 CountyCareProviderServices@cookcountyhhs.org or your Provider Relations Representative.