



FEBRUARY 2020

SPECIAL NEEDS CHILDREN (SNC) PROGRAM UPDATES

CountyCare Health Plan would like to remind providers of the Special Needs Children population transition to managed care as of February 1, 2020. CountyCare is committed to ensuring a smooth transition for all impacted members and providers.

Please see below for key CountyCare information regarding this transition:

- **Eligibility:** After February 1, 2020, all providers should check the child's eligibility in MEDI for the health plan responsible for care and contact CountyCare directly to coordinate care and verify payment.
- **Continuation of Care:** Providers **should not cancel or postpone** upcoming procedures and appointments or stop providing services. CountyCare will allow new SNC 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. This policy applies to all providers, including those providing behavioral health services and long term services and supports.
- **Prior Authorization:** For services already approved or in progress, CountyCare will honor all existing Department authorizations; 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 2/1/2020, providers must follow CountyCare's policies and procedures regarding authorization for treatment. Prior Authorization details, including a detailed service code lookup, are located [HERE](#).
- **Service Rates for Non-PAR Providers:** Non-contracted providers will be paid at 100% of the Department current fee-for-service rates.

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 4, 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.