



Provider Notice

February 19, 2025

Updated Provider Manual

The CountyCare Provider Manual is updated periodically and serves as an extension of your CountyCare provider agreement. The [Provider Manual](#) is a comprehensive resource for administrative information including prior authorization, claim submission, claim disputes, clinical practice guidelines, access and availability standards, care management programs, and other related policies and procedures.

CountyCare has made the following changes to the Provider Manual:

- Updated Pay for Performance information
- Updated the member benefits program information

The Provider Manual can be found on our [website](#).

Contact Us

Please contact CountyCare Provider Services at **312-864-8200**. The Provider Services Representatives can assist you with eligibility and claim status. They can also connect you with your assigned Provider Relations (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 PR Representative. If you do not know your assigned PR Representative, please contact CountyCareProviderServices@cookcountyhhs.org.