



# CountyCare Provider Relations Representatives

## Hello Providers!

CountyCare believes great member care starts with great provider care! This notice will outline the who, how, where, and when for all providers so when you have questions, issues, suggestions- anything- you know how to contact us in the best possible way. We are here to help you - so you can in turn help our members!

### Provider Services – Main Ways to Contact Us to Get the Assistance You Need!

Where	PROVIDER SERVICES HOTLINE	PROVIDER PORTAL	YOUR PROVIDER RELATIONS REPRESENTATIVE
<b>When</b>	M- F: 8:30AM - 8:00PM CT Sat: 9:00AM - 1:00PM CT	24 hours a day 7 days a week	M- F: 8:30AM - 5:00PM CT, as needed
<b>How</b>	Phone: 312-864-8200 Phone (TF): 855-444-1661 Fax: 312-548-9940	Details: <a href="http://www.countycare.com/providers/portal">http://www.countycare.com/providers/portal</a>	Via phone information outlined below (find your rep by checking below and on the next sheets!)
<b>For What?</b>	<b>Live Representative Service</b> <ul style="list-style-type: none"> <li>• Check Member Eligibility</li> <li>• Check Member Benefits</li> <li>• Check Claims Status</li> <li>• Claims Reconsiderations</li> <li>• Request Authorization</li> <li>• Check Provider Status (also on public website)</li> <li>• Report Critical Incident</li> <li>• File Appeals, Grievance</li> <li>• 24 Hour Nurse Hotline</li> <li>• And more!</li> </ul>	<b>Self Service - No Wait!</b> <ul style="list-style-type: none"> <li>• <b>Submit Authorizations</b></li> <li>• Check Authorization Status</li> <li>• View Member Eligibility</li> <li>• Check Claims Status</li> <li>• View EOPs</li> <li>• View Panel Rosters</li> <li>• Important Documents and Forms</li> </ul>	<b>Anything you cannot receive assistance on via Call Center Provider Reps or Portal</b> <ul style="list-style-type: none"> <li>• To discuss escalated Issues, Concerns, Questions</li> <li>• Requests for Training on CountyCare (Plan, Benefits, Systems (portal), Processes, etc)</li> <li>• <b>NOT</b> to check eligibility, claims status, request Auth, etc</li> </ul>

### So who is my Provider Representative?

If you are a larger organization (hospital and/or affiliated provider group), and Waiver (HCBS) provider, or one of our Federally Qualified Health Centers (FQHCs) – then we have outlined by Name who your Representative is. If you do not fall into one of the categories, you will use the Reference document to determine which Territory you are located within and who your Representative is.

PROVIDER REPRESENTATIVE NAME	TERRITORY	PHONE CONTACT	EMAIL CONTACT
Tanisha Harvey	1	312-277-6300 Ext <b>4972</b>	tharvey@countycare.com
Antwone Young	2	312-277-6300 Ext <b>4989</b>	ayoung@countycare.com
Reuben Garza	3	312-277-6300 Ext <b>6353</b>	rgarza@countycare.com
Diane Carreker	4	312-277-6300 Ext <b>4223</b>	dcarreker@countycare.com
Sabrina Rodriguez	5	312-277-6300 Ext <b>4973</b>	srodriguez@countycare.com
Chyanne Jones	6	312-277-6300 Ext <b>4505</b>	chjones@countycare.com



# CountyCare Provider Relations Representative Reference Guide

## How to Use the Reference:

If you are a larger organization (hospital, large provider group), and Waiver (HCBS) provider, or one of our Medical Homes/ Primary Care Groups (FQHC, ERCs, PCPs) – then we have outlined by Name who your Representative is. If you do not fall into one of the categories or do not see your name, please use the attached Reference Document (sorted by Zip Code, County, etc) to determine which Territory you are located within, and therefore who your Representative is.

PROVIDER REPRESENTATIVE NAME	TERRITORY	PHONE CONTACT	EMAIL CONTACT
Tanisha Harvey	1	312-277-6300 Ext <b>4972</b>	tharvey@countycare.com
Antwone Young	2	312-277-6300 Ext <b>4989</b>	ayoung@countycare.com
Reuben Garza	3	312-277-6300 Ext <b>6353</b>	rgarza@countycare.com
Diane Carreker	4	312-277-6300 Ext <b>4223</b>	dcarreker@countycare.com
Sabrina Rodriguez	5	312-277-6300 Ext <b>4973</b>	srodriguez@countycare.com
Chyanne Jones	6	312-277-6300 Ext <b>4505</b>	chjones@countycare.com

TERRITORY	PROVIDER REP	LARGE HOSPITALS & HEALTH ORG SYSTEMS	FQHCS, ERCS, MEDICAL HOMES
<b>1</b>	Tanisha Harvey	<ul style="list-style-type: none"> <li>• Ann &amp; Robert Lurie Hospital</li> <li>• Mount Sinai Hospital &amp; Medical Group</li> <li>• Northwestern Hospitals and Medical Group</li> <li>• Presence Health System &amp; Medical Group</li> </ul>	<ul style="list-style-type: none"> <li>• Aunt Martha’s Health Center</li> <li>• Christian Community Health Center</li> <li>• Community Nurse Health Center</li> <li>• Sinai Medical Group</li> <li>• TCA Health</li> </ul>
<b>2</b>	Antwone Young	<ul style="list-style-type: none"> <li>• LaRabida Children’s</li> <li>• Mercy Hospital / Health Systems</li> <li>• Saint Bernard Hospital</li> <li>• Swedish Covenant Health System</li> <li>• University of Illinois Physician Group</li> </ul>	<ul style="list-style-type: none"> <li>• American Indian Health Service</li> <li>• Alivio Medical Center</li> <li>• Beloved Community Family Wellness</li> <li>• Mercy Medical Centers</li> <li>• Miles Square</li> </ul>
<b>3</b>	Reuben Garza	<ul style="list-style-type: none"> <li>• Cook County Health and Hospital Systems</li> <li>• Loretto Hospital</li> <li>• Northshore Hospital Systems</li> <li>• Pilsen Wellness</li> </ul>	<ul style="list-style-type: none"> <li>• Access Community Health Network</li> <li>• ACHN Clinics</li> <li>• Esperanza Health Centers</li> <li>• Hamdard Center for Health</li> <li>• Heartland Health Outreach</li> <li>• Near North Health Services</li> <li>• PCC Community Wellness Centers</li> </ul>

TERRITORY	PROVIDER REP	LARGE HOSPITALS & HEALTH ORG SYSTEMS	FQHCS, ERCS, MEDICAL HOMES
4	Diane Carreker	<ul style="list-style-type: none"> <li>Alexian Brothers</li> <li>Macneal – Tenet Hospitals</li> <li>Schwab Facilities</li> <li>St. Anthony Hospital &amp; Health Affiliates</li> <li>University of Chicago Medical Center and Physician Group</li> </ul>	<ul style="list-style-type: none"> <li>Chicago Family Health Center</li> <li>Friend Family Health Center</li> <li>Howard Brown Health Center</li> <li>Metropolitan Family Services</li> <li>Primecare Community Health</li> </ul>
5	Sabrina Rodriguez	<ul style="list-style-type: none"> <li>Norwegian American Hospital</li> <li>Rush Health System &amp; Affiliated Groups</li> <li>Planned Parenthood of IL</li> <li>Symphony Nursing Facilities</li> <li>Swedish American Hospital</li> </ul>	<ul style="list-style-type: none"> <li>Asian Human Services Family Health Center</li> <li>Erie Family Health Centers</li> <li>Greater Elgin Health Centers</li> <li>Heartland International Health Centers</li> <li>Lawndale Christian Health Centers</li> </ul>
6	Chyanne Jones	<ul style="list-style-type: none"> <li><b>Waiver Providers</b></li> <li>Out of State Providers</li> </ul>	<ul style="list-style-type: none"> <li><b>DASA-ONLY Providers</b></li> <li>IL Counties not listed on back of sheet</li> </ul>

## Yikes! I'm Not Listed Above!

**REMEMBER: Not listed on the grid above?** Check below and locate your zip code to determine who your Provider Rep is!

COUNTY	TERRITORY
DuPage County	5
Kane County	5

COUNTY	TERRITORY
Kankakee County	1
Lake County	5

COUNTY	TERRITORY
Will County	1

### Cook County Zip Codes:

ZIP	TERRITORY
60004	5
60005	5
60006	5
60007	5
60008	5
60009	5
60010	5
60011	5
60015	5
60016	5
60017	5
60018	5
60019	5

ZIP	TERRITORY
60022	5
60025	5
60026	5
60029	5
60035	5
60038	5
60043	5
60047	5
60053	5
60055	5
60056	5
60062	5
60065	5

ZIP	TERRITORY
60067	5
60068	5
60070	5
60074	5
60076	5
60077	5
60078	5
60082	5
60089	5
60090	5
60091	5
60093	5
60095	5

## Cook County Zip Codes:

ZIP	TERRITORY
60103	5
60104	3
60106	5
60107	5
60118	5
60120	5
60126	4
60130	3
60131	4
60133	5
60141	2
60143	1
60153	3
60154	2
60155	2
60157	5
60159	5
60160	3
60161	3
60162	2
60163	4
60164	4
60165	1
60168	5
60169	5
60171	4
60172	5
60173	5
60176	4
60179	5
60192	5
60193	5
60194	5
60195	5
60196	5
60201	5
60202	5

ZIP	TERRITORY
60203	5
60204	5
60208	5
60209	5
60290	3
60301	3
60302	3
60303	3
60304	3
60305	3
60402	2
60406	1
60409	1
60411	1
60412	1
60415	1
60419	1
60422	1
60423	1
60425	1
60426	1
60428	1
60429	1
60438	1
60439	1
60443	1
60445	1
60452	1
60453	1
60454	1
60455	1
60456	2
60457	1
60458	1
60459	2
60461	1
60462	1

ZIP	TERRITORY
60463	1
60464	1
60465	5
60466	1
60467	1
60469	1
60471	1
60472	1
60473	1
60475	1
60476	1
60477	1
60478	1
60480	1
60482	1
60483	1
60484	1
60487	1
60499	2
60501	2
60513	2
60521	2
60523	2
60525	1
60526	2
60527	1
60534	2
60546	2
60558	1
60570	2
60601	3
60602	3
60603	3
60604	3
60605	3
60606	3
60607	3

## Cook County Zip Codes:

ZIP	TERRITORY
60608	2
60609	2
60610	4
60611	1
60612	3
60613	4
60614	4
60615	2
60616	2
60617	1
60619	2
60620	2
60621	2
60622	4
60623	3
60624	3
60625	5
60626	5
60628	1
60629	2
60630	5
60631	5
60632	2
60633	1
60634	4
60636	2
60637	2
60638	2
60639	4
60640	4

ZIP	TERRITORY
60641	4
60642	4
60643	1
60644	3
60645	5
60646	5
60647	4
60649	2
60651	4
60652	2
60653	2
60654	4
60655	1
60656	5
60657	4
60659	5
60660	5
60661	3
60663	3
60664	3
60666	5
60668	2
60669	3
60670	3
60673	3
60674	3
60675	3
60677	3
60678	3
60679	3

ZIP	TERRITORY
60680	3
60681	3
60682	3
60684	3
60685	3
60686	3
60687	3
60688	4
60689	3
60690	3
60693	3
60694	3
60695	3
60696	3
60697	3
60699	3
60701	4
60706	5
60707	4
60712	5
60714	5
60803	1
60804	2
60805	1
60827	1