

Behavioral Health Fact Sheet

CountyCare has a full behavioral health network that provides services for substance use disorders and other mental health conditions.

Behavioral health services that are covered by CountyCare include, but are not limited to: hospital stays detoxification services, stabilization services, when in crisis, observation, medical monitoring and management, mental health assessments, case management, individual, group and family therapy, treatment plan development, community support, residential rehab and day treatment.

CountyCare has a comprehensive model for medical and behavioral provider services, utilization management and claims, all accessible through the CountyCare provider portal, or by contacting 312-864-8200. For more information or to find a provider, visit <http://www.countycare.com/find-a-provider>.

Behavioral Health Consortium

CountyCare is working with a group of mental health and substance abuse providers to create a new Behavioral Health Consortium with a goal of streamlining access to behavioral health care services from both the ambulatory and inpatient settings. Consortium providers cover a wide geographic area across Chicago and suburban Cook County. The six Consortium members are:



Community Counseling Centers of Chicago (C4)



Human Resource Development Institute



Family Guidance Center



Metropolitan Family Services



Habilitative Systems, Inc.



The South Suburban Council on Alcoholism and Substance Abuse

One of the first steps in streamlining access to care is the creation of a single intake with a live representative to schedule behavioral healthcare services at any of the six Consortium agencies. Intake staff are bilingual (Spanish) and many of the Consortium's services are available in Spanish as well.

Providers and care coordinators are encouraged to call CountyCare directly in order to reach the Consortium to refer members. To reach the Consortium intake, simply call CountyCare at 312-864-8200, select 4 for member options, and then select 1 for behavioral health. Be sure to listen to the entire message and select option 2 to schedule an appointment if needed. Consortium intake is available 8:30 AM - 5:30 PM Monday through Friday.