



HomeBridgeSM Administrator Portal Responsibilities

Purpose of this communication:

To remind designated Provider Portal: HomeBridgeSM administrators of their responsibility to manage portal user access and profile information on behalf of their organization.

What do I need to know?

- CareCentrix uses newsflash communications and e-mail notifications to alert provider representatives of new or updated information requiring their attention.
- All provider representatives are obligated to review communications and notifications received from CareCentrix to stay informed of the most updated information and requirements.
- CareCentrix relies on email addresses registered with portal user accounts to send important communications and notifications.
- Portal administrators are responsible for the following activities:
 - Maintain their own user account, including user password, security questions and responses, and e-mail address.
 - Create, edit and delete user accounts
 - Unlock user accounts and reset user passwords.
 - Ensure all user contact information is always current.

What do I need to do?

- Frequently review all portal user accounts associated with the provider agency/organization and confirm that contact information is current and accurate.
- Restrict user access to information to the minimum necessary to perform duties on behalf of the agency/organization.
- Timely delete/disable user accounts for representatives no longer with the agency/organization or no longer requiring access to information.

Thank you in advance for your cooperation and continued partnership.
If you have any questions, please contact portalinfo@carecentrix.com for assistance.