



Provider Newsflash June 2021

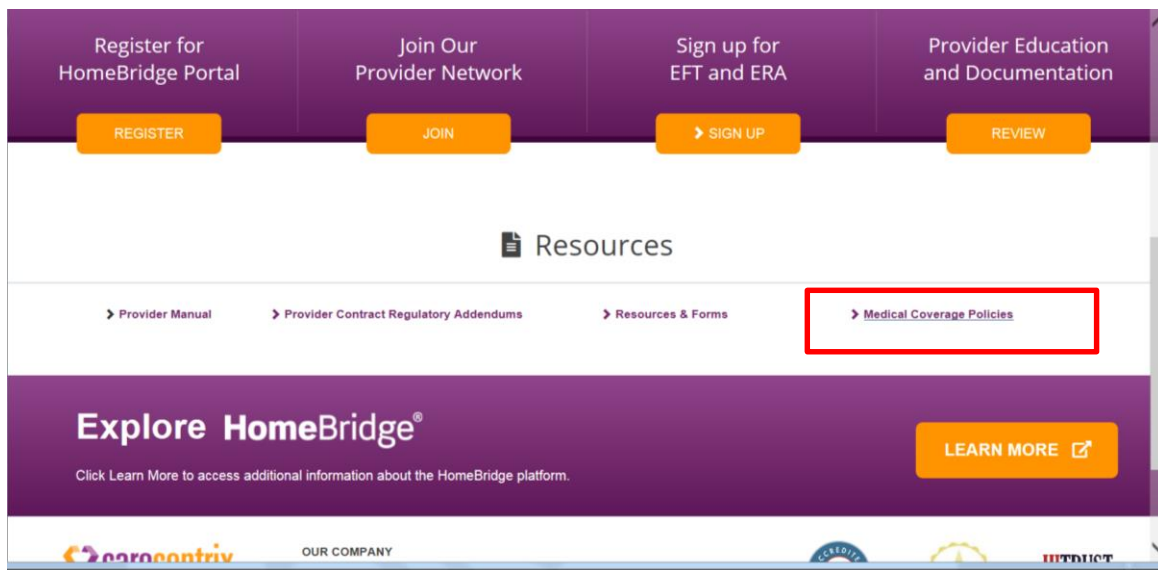
HomeBridge® Provider Portal Clinical Information

Purpose of this Communication:

The purpose of this communication is to provide guidance on responding to the clinical questions posed in the CareCentrix HomeBridge® Provider Portal to be eligible to receive an immediate approval.

What Do I Need to Know?

- Providers are required to complete clinical questions in the HomeBridge portal for certain services for which CareCentrix performs utilization review.
- Providers may receive an immediate approval decision when the required clinical questions are completed in full, and the answers satisfy the applicable clinical criteria.
- Please respond to all clinical questions posed and avoid selecting “Other” as a response whenever possible.
- When providers do not respond to a question or select “Other” as a response, the request cannot be approved immediately, and a manual review and outreach to secure additional information may be required. This may delay review and approval of the request.
- To anticipate the information needed to complete the clinical questions, please refer to the [Medical Coverage Guidelines link](#) found on the CareCentrix Provider Portal home page as illustrated below.



Thank you in advance for your cooperation and continued partnership.