



**Enhanced HomeBridge® Functionality & Updated Warning Code Tool**




**Purpose of this communication:**

To inform providers rendering PAP and PAP supplies to Cigna and Florida Blue members of an update to HomeBridge® to proactively notify users of a patient’s suspension status when registering services.

**What I need to know?**

- As previously communicated, CareCentrix and its network of DME providers will not arrange PAP and PAP supplies for those Cigna and Florida Blue members who:
  - (1) have aged cost share balances greater than one hundred eighty (180) days from the initial patient invoice date;
  - (2) are in the deductible phase of their coverage; and
  - (3) who have failed to pay the outstanding balances or arrange for payment or a payment plan.
  
- To ensure providers have the tools and resources required to comply with the policy, CareCentrix is enhancing HomeBridge to include proactive notifications of a patient’s suspension status when submitting a service registration.
  
- As of 6/20/20, when a service request for PAP and/or PAP supplies is submitted on HomeBridge, the user will be proactively notified of the patient’s past, present or future suspension date and should leverage the HomeBridge Warning Code Tool for more information. The existing reports and the patient search functionality will continue to be available on the Patients tab.

Providers may receive one of the below warning codes when a request is submitted for a PAP or PAP supplies for a Cigna or Florida Blue member.

Warning Code	Reason for Warning Code
 <b>Patient has a flag for upcoming Suspension of Service ?</b>	Patient has aged outstanding balances, has been flagged for a <u>future</u> suspension date for PAP and PAP supplies, and has not arranged for a payment plan.
 <b>Suspension of Service Failure ?</b>	Patient has a <u>current</u> suspension date for PAP and PAP supplies and must make a payment arrangement with CareCentrix for past due cost share amounts in order to receive such services through CareCentrix.
 <b>Suspension of Service Manual Review Required. ?</b>	CareCentrix may no longer arrange PAP and PAP supply services for the patient due to the patient’s past due cost share amounts. However, CareCentrix will complete a manual review of the patient’s status to confirm. Providers will receive a fax notification if it is determined that CareCentrix no longer arranges PAP or PAP supplies for the specific patient.

## What do I need to do?

- As of 6/20/20, reference the Warning Code Tool to understand the error messages received when submitting a service registration request, as well as tips on how to resolve an identified error. The Warning Code Tool is located on HomeBridge at: [www.carecentrixportal.com](http://www.carecentrixportal.com) > Education Center > Warning Code Tool.
- **Do not suspend services prior to a patient's future suspension date. Please continue to service the patient until their suspension date and encourage them to contact CareCentrix Patient Services at 888-254-6351 to make a payment or establish a payment plan to avoid any disruptions to their PAP and PAP supply services.**
- As a reminder, please be sure to:
  - Sign up to attend an information session. A list of available sessions is provided on the following page; click on the link to register.
  - Reference additional information available after logging into HomeBridge, go to the Patient tab and click Suspension of Services Reference Materials.

**If you have any questions, please contact [ProviderSuspensionQuestions@carecentrix.com](mailto:ProviderSuspensionQuestions@carecentrix.com) for assistance. Thank you in advance for your cooperation and continued partnership.**

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## Upcoming Information Sessions

Click the link to register for one of the upcoming sessions listed below.

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Session	Session Details (Eastern Time)
1	<p>Date: June 9, 2020</p> <p>Time: 10:00 am, EDT</p> <p><a href="#">Register [carecentrix.webex.com]</a></p>
2	<p>Date: June 11, 2020</p> <p>Time: 11:00 am, EDT</p> <p><a href="#">Register [carecentrix.webex.com]</a></p>
3	<p>Date: June 16, 2020</p> <p>Time: 10:00 am, EDT</p> <p><a href="#">Register [carecentrix.webex.com]</a></p>
4	<p>Date: June 18, 2020</p> <p>Time: 11:00 am, EDT</p> <p><a href="#">Register [carecentrix.webex.com]</a></p>