

ALERT: Hurricane Helene

Purpose of this communication:

- To alert contracted providers in Florida, Georgia, and surrounding states of CareCentrix's response to Hurricane Helene.

What do I need to know?

- CareCentrix does not expect disruption in our operations. We expect to operate with normal business hours and operations.
- All authorizations and claim payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.

What do I need to do?

- If there are any issues with providing timely care to patients, please notify CareCentrix immediately by emailing ProviderInfo@CareCentrix.com.
- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.

Thank you in advance for your cooperation and continued partnership. If you have any questions, reach out to your assigned Provider Relations contact for assistance.