

HomeBridge® Provider Portal – Technical Issue Resolved

Purpose of this communication:

- To alert providers of the resolution of an intermittent HomeBridge® provider portal issue impacting providers.

What do I need to know?

- CareCentrix was experiencing an intermittent issue with the HomeBridge® provider portal: Claims Replica tab display screen.
- The issue was resolved on **June 8, 2025**, and there have been no additional reports of any issues.
- You may resume referencing the Claims Replica tab to view claims details.

What do I need to do?

- Use the HomeBridge® provider portal to reference claims status and processing details.
- If you have any questions, please reach out to your Provider Relations Contact.

Thank you in advance for your cooperation and continued partnership.