

### HomeBridge® Provider Portal – Technical Issue

#### Purpose of this communication:

- To alert providers of an intermittent HomeBridge® provider portal issue impacting providers on **June 6, 2025**.

#### What do I need to know?

- CareCentrix is experiencing an intermittent issue with the HomeBridge® provider portal: Claims Replica tab display screen and providers may see the following error message:



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- You may still utilize other tabs for claims status and processing details.

#### What do I need to do?

- There is no need to contact the helpdesk at this time. CareCentrix is proactively working to remediate this issue and will provide an update within the next business day.

Thank you in advance for your cooperation and continued partnership.