

Changes to Phone System: Automated Caller Authentication

Purpose of this communication:

- The purpose of this communication is to inform you that CareCentrix is improving its caller authentication process.

What do I need to know?

- Effective later in the month, when you call CareCentrix you will be prompted to enter the patient's information to validate the identity of the patient you are calling about.
 - Patient information needed:
 - The last four digits of the patient's health plan ID number.
 - Patient's date of birth.
 - (Please enter the patient's date of birth using a 2-digit month, 2-digit day, and 4-digit year. For example, December 2nd, 2024, would be (1 2 0 2 2 0 2 4).
 - Patient's home zip code.
 - Numeric street number of the patient's address (Wellcare only)
- Following each entry, you will be prompted to confirm before moving to the next.
 - Pressing one (1) will confirm what you have entered.
 - Pressing two (2) will take you back to the entry menus allowing you to reenter the information.
- Also coming later this year we are implementing a Self-Service IVR, allowing callers to obtain status updates for existing requests/patients without needing to speak with a CareCentrix team member.

What do I need to do?

- When calling CareCentrix, be ready to provide the required information.
- Be on the lookout for more updates on Self-Service IVR. Once live, you will be able to:
 - Check the status of a request
 - Check the status of a claim
 - Check the status of a reconsideration/appeal

Thank you in advance for your cooperation and continued partnership.