

### Changes to Phone System: NPI

#### 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?

- This month, when you call CareCentrix, you will be prompted to enter your National Provider Identifier (NPI) number using your phone's keypad, after validating the [patient information](#).
  - After entering the NPI, the system will repeat the number back to you and offer options to confirm or re-enter it.
- In 2026, we're introducing a Self-Service IVR – a smarter, faster way for callers to get real-time status updates without waiting to speak to a CareCentrix team member! Stay tuned for more information.

#### What do I need to do?

- When calling CareCentrix, be prepared to provide your NPI number.

Thank you in advance for your cooperation and continued partnership.