

### Changes to Phone System: Self-Service

#### Purpose of this communication:

- The purpose of this communication is to inform you that CareCentrix is improving the caller experience through a new self-service function.

#### What do I need to know?

- Beginning on January 8, 2026, CareCentrix will offer a self-service option for Home Health (HH), Durable Medical Equipment (DME), or Home Infusion (HIT) providers.
- This enhancement will allow callers to check the status of service registrations/pre-notifications and prior authorization requests using our automated phone system.
- The automated phone system can advise if the service was registered and if prior authorization was required and a decision has been made, whether the prior authorization request was approved or denied.
- Self-service options will also be available soon for sleep services, followed by claims and billing.

#### What do I need to do?

- When calling CareCentrix, be prepared to provide:
  - NPI number
  - Authorization number
  - Intake number

Thank you in advance for your cooperation and continued partnership.