Provider Newsflash
October 2026

Horizon HealthEZ® Authorizations

Purpose of this communication:

- To inform providers of the authorization process to follow for Horizon HealthEZ members effective January 1, 2027.

What do I need to know?

- HealthEZ is a Third-Party Administrator (TPA) owned by Horizon BCBSNJ.
- For HealthEZ members, contact HealthEZ directly for authorization. You may also call the telephone number on the back of the member's insurance card to verify eligibility, benefits, and obtain authorization when required.
    - CareCentrix is not delegated to perform utilization management for these members.
    - Please continue to submit claims to CareCentrix.
- If you receive a Service Registration Form (SRF) for a HealthEZ member, you will see *NA* for a start and stop date along with the following message:
    - For services that require authorization, submit authorization requests to the member's health plan, confirm eligibility and benefits with the member's health plan, service the member, and submit your claims to CareCentrix. For services that do not require authorization, confirm eligibility and benefits with the member's health plan, service the member, and submit your claims to CareCentrix.
- Providers are responsible for verifying eligibility and benefits prior to rendering any service and must bill CareCentrix for all covered services provided in accordance with the terms of the provider's CareCentrix Provider Agreement and Provider Manual.

Process for HealthEZ Members	Responsible Party
Eligibility and benefits	Health EZ
Authorizations/Utilization Management	Health EZ
Initial staffing (when referral is unattached)	CareCentrix
Claims submission	CareCentrix

Group Prefixes Included
H2F
H2G
H2L

Thank you in advance for your cooperation and continued partnership.

HomeBridge® is a registered trademark of CareCentrix, Inc

What do I need to do?

- Direct any authorization, continuation of services requests, add-on services, discharge notifications, or any ongoing authorization needs to HealthEZ as directed by calling the number on the back of the member's ID card.
- **If you have any questions, please reach out to your Provider Experience contact who will be happy to assist.**

Thank you in advance for your cooperation and continued partnership.

HomeBridge® is a registered trademark of CareCentrix, Inc