

### ALERT: Hurricane Milton

#### Purpose of this communication:

- To alert contracted providers in Florida and surrounding states of CareCentrix's response to Hurricane Milton.

#### What do I need to know?

- CareCentrix does not expect disruption in our operations. We expect to operate with normal business hours and operations.
- All authorizations and claims payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.

#### What do I need to do?

- **You will receive a survey through SurveyMonkey® shortly, if you are a provider in Florida or service members in Florida, please take a moment to fill it out.**
- If there are any issues with providing timely care to patients, please notify CareCentrix immediately by emailing [ProviderInfo@CareCentrix.com](mailto:ProviderInfo@CareCentrix.com).
- Providers should follow their own disaster plans to ensure patient have appropriate access to medical necessary care.

Thank you in advance for your cooperation and continued partnership.