



Changes to CareCentrix’s Agreement with Aetna and Coventry

Purpose of this communication:

- To notify participating providers contracted to service Aetna and formerly Coventry (Aetna) members of changes to processes related to service registration, authorizations, claims and coordination of services with CareCentrix for Aetna members.

What do I need to know?

- Effective June 30, 2023, CareCentrix will no longer be coordinating services for Aetna members. To ensure a smooth transition for Aetna and its members, and to support our provider network, we are proactively notifying you that it is Aetna members’ responsibility to work with Aetna on the continuation of their care if their current provider is not contracted with Aetna.
 - Aetna will be using HOMELINK as their new Commercial member home health care network (formerly Aetna) and Carelon Post-Acute Solutions (formerly myNEXUS®) for their Medicare home health care network in Florida. To remain as a participating network provider for Aetna Commercial and Medicare Advantage members, you must be part of the HOMELINK and Carelon networks beginning July 1, 2023.
- This change does not impact any other Health Plan clients and will not affect your Provider Agreement with CareCentrix.

CHANGES IMPACTING THE COORDINATION OF SERVICES WITH CARECENTRIX

Service Registration/Authorization	<ul style="list-style-type: none"> Authorization requests for Aetna members with start of care dates on or after July 1, 2023 should be submitted to HOMELINK for Commercial members or Carelon for Medicare Advantage members, not CareCentrix. CareCentrix will not accept requests for service start of care dates on or after July 1, 2023. CareCentrix will share active service registrations with an end-date on or after July 1, 2023 with Aetna. No authorization end dates should extend beyond July 30, 2023. Retrospective requests and retroactive service registration edits for start of care dates on or before June 30, 2023 will be handled by CareCentrix if received by July 30, 2023.
Claims	<ul style="list-style-type: none"> Providers should continue to follow current claims submission processes for any dates of service on or before June 30, 2023.

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash

May 2023

	<ul style="list-style-type: none"> Claims submitted to CareCentrix for Aetna members with dates of service on or after July 1, 2023 will be rejected and returned, and should be submitted either directly to HOMELINK for Commercial members or Carelon for Medicare Advantage members.
Patient Transition	<ul style="list-style-type: none"> The CareCentrix Transition team will be working with Aetna and their members to ensure continuity of care and a smooth transition for all parties.
Contact Information	<ul style="list-style-type: none"> Providers seeking CareCentrix support for services on or before June 30, 2023 should utilize the HomeBridge® provider portal or the contact information listed in the Provider Manual. For questions about authorizations or reauthorization requests with start of care dates on or after July 1, 2023, please contact the Health Plan on the back of the member’s insurance card.

IMPORTANT DATES:

CareCentrix Phone Lines:	<p>Peer-to-peer review request line will remain open until August 31, 2023.</p> <p>Provider lines for authorizations or retroactive authorization requests on or before June 30, 2023 will remain open until July 30, 2023.</p> <p>For claims related questions, phone lines will remain open until December 28, 2023.</p> <p>After December 28, 2023, ALL lines will be decommissioned.</p>
Authorizations:	Authorization Requests with start of care dates on or after July 1, 2023 will not be accepted.
Rejection of Claims:	<p>Claims with dates of service on or after July 1, 2023 will be rejected.</p> <p>Claims with dates of service before July 1, 2023 but received by CareCentrix after December 28, 2023 will be rejected regardless of dates of service on claim.</p>
Reconsiderations/Appeals:	Reconsiderations and Appeals received after June 25, 2024 will not be accepted.

Thank you in advance for your cooperation and continued partnership.

What do I need to do?

- Remind Aetna and Coventry (Aetna) members that it is their responsibility to contact Aetna regarding continuation of their services starting July 1, 2023.
- Providers contracted with CareCentrix who have Aetna members on service starting July 1, 2023 should receive confirmation of the following prior to continuing services:
 - Confirm the Aetna member is electing to continue services with the provider.
 - Confirm the Aetna member has obtained the necessary approvals from Aetna.
 - **NOTE:** If the Aetna member is unable to confirm either of the above or states they have not received a letter from Aetna, the member should be instructed to contact Aetna to initiate the process.
- If you wish to remain an Aetna in-network Commercial or Medicare Advantage provider you must sign an agreement with HOMELINK and Carelton, respectively. For any questions regarding this change reach out to the contacts listed below.
 - HOMELINK
 - Email - HOMELINKProviderRelations@vgm.com
 - Call - 1 (888) 636-1993
 - Carelton
 - Email – Contracting@carelon.com
 - Call - 1 (833) 585-6262
- Review the above information and attached FAQ for additional details on claims, authorizations, and more.

Thank you in advance for your cooperation and continued partnership.

AETNA AND COVENTRY (AETNA) TRANSITION
FREQUENTLY ASKED QUESTIONS (FAQ)

1) When is this change effective?

This change will be effective June 30, 2023.

2) What Health Plans/patients are impacted?

All Aetna and Coventry plans and their members are impacted. This change does not impact any other CareCentrix Health Plan clients.

3) Will CareCentrix continue to support any services for Aetna?

No.

4) Will my contract with CareCentrix automatically terminate on June 30, 2023?

No. CareCentrix is excited to continue to work with your organization to service patients.

5) Will I still have access to the CareCentrix HomeBridge® provider portal after July 1, 2023?

Yes, this change will not affect your ability to access the HomeBridge provider portal.

6) If I am contracted with CareCentrix, will that make me automatically in-network with Aetna once the transition occurs?

For Medicare Advantage members in Florida:

No, Aetna will be using Carelon as their new Medicare home health care network for their Medicare Advantage members in Florida and will communicate additional information to providers regarding this change.

Please contact Carelon directly for any questions related to contracting or credentialing by:

- Visiting the [Carelon contracting homepage](#)
- Emailing Contracting@carelon.com for contracting questions or Credentialing@carelon.com for credentialing questions.
- Calling 1 (833) 585-6262

For Commercial members in Florida:

No, Aetna will also be using HOMELINK as their home health care network for commercial members in Florida.

Please contact HOMELINK directly for any questions related to contracting or credentialing by:

Thank you in advance for your cooperation and continued partnership.

- Emailing HOMELINKProviderRelations@vgm.com
- Calling 1 (888) 636-1993

7) Is there someone I can speak with at Aetna regarding contracting?

For Medicare Advantage members in Florida:

Please contact Carelon directly for any questions related to contracting or credentialing by:

- Visiting the [Carelon contracting homepage](#)
- Emailing Contracting@carelon.com for contracting questions or Credentialing@carelon.com for credentialing questions.
- Call 1 (833) 585-6262

For Commercial members in Florida:

Please contact HOMELINK directly for any questions related to contracting or credentialing by:

- Emailing HOMELINKProviderRelations@vgm.com
- Calling 1 (888) 636-1993

8) Can I disclose my contracted rate with CareCentrix to Aetna, HOMELINK or Carelon?

No, providers must not disclose their fee schedule or rates.

9) Who should I call for claim and/or authorization questions or support for services rendered to Aetna members on or before June 30, 2023?

Providers seeking CareCentrix support for services on or before June 30, 2023 should utilize the [HomeBridge® provider portal](#) or contact information listed in the Provider Manual.

10) Who should I call for claim and/or authorization questions or support for services rendered to Aetna members on or after July 1, 2023?

For questions about claim and/or authorization requests or reauthorization requests, please contact the Health Plan on the back of the member's insurance card.

Authorization Related Questions:

11) Will my authorization still be valid if the date of service is on or after July 1, 2023?

Active service registrations and authorizations issued by CareCentrix, including the associated end dates and units will be shared with Aetna. The CareCentrix transition team will be working with

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash May 2023

Aetna, their members and providers to ensure continuity of care and a smooth transition for all parties.

12) Will CareCentrix still issue authorizations for Aetna members?

CareCentrix will process authorization requests received through June 30, 2023 for start of care dates on or before June 30, 2023. CareCentrix will not accept authorization requests for start of care dates on or after July 1, 2023. These requests should be submitted directly to HOMELINK for Commercial members or Carelon for Medicare Advantage members.

13) Can I submit retrospective service registration requests?

Retrospective requests and service registration edits for start of care dates on or before June 30, 2023 will be handled by CareCentrix if received by July 30, 2023.

14) What happens if my service registration is still pending on July 1, 2023 for services that have already been completed?

CareCentrix will keep and process service registration requests if the request was submitted to CareCentrix and the service was rendered prior to July 1, 2023.

15) What is the impact to service registration end dates?

Aetna will honor active service registrations issued by CareCentrix with an end date on or after July 1, 2023.

16) Can I still self-refer Aetna to CareCentrix after June 30, 2023 if I contract with HOMELINK or Carelon?

CareCentrix will not accept service registration requests for start of care dates on or after July 1, 2023. These service registration requests should be submitted to HOMELINK for Commercial members or Carelon for Medicare Advantage members.

17) How will this change impact a patient receiving private duty nursing (PDN) services?

The CareCentrix Transition Team will be working with Aetna and their members to ensure continuity of care and a smooth transition for all parties.

Thank you in advance for your cooperation and continued partnership.

Claims Related Questions:

18) Are there any changes to the claims processes to CareCentrix for dates of service on or before June 30, 2023?

There are no changes to the current submission or claims practices. Providers should continue to follow current claims submission processes with dates of service on or before June 30, 2023.

19) Where should I submit claims for Aetna members with dates of service on or after July 1, 2023?

All claims for dates of service on or after July 1, 2023 should be submitted to HOMELINK for Commercial members or Carelon for Medicare Advantage members, even if the authorization was issued by CareCentrix. Dates of service through June 30, 2023 should be billed to CareCentrix, while dates of service on or after July 1, 2023 should be billed to HOMELINK or Carelon, respectively.

20) What is the timely filing deadline for claims for services provided prior to the transition?

The timely filing deadlines for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and Provider Manual.

21) Will Aetna offer claims support on denied or rejected claims by CareCentrix?

No, claims submitted for services provided on or before June 30, 2023 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and Provider Manual.

22) What if I accidentally send claims for dates of service on or after July 1, 2023 to CareCentrix instead of HOMELINK or Carelon?

Claims submitted to CareCentrix for Aetna members with dates of service on or after July 1, 2023 will be rejected and should be submitted directly to HOMELINK or Carelon, respectively.

23) Will reconsiderations and appeals still follow the same timeline?

Providers should continue to follow the reconsideration and appeals processes defined in the CareCentrix Provider Manual for dates of service on or before June 30, 2023.

24) Will I be subject to recoupments on or after July 1, 2023?

Claims for dates of service prior to July 1, 2023 will be subject to the standard claims process, including recoupment where appropriate.

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash

May 2023

25) If I am currently enrolled in ERA and EFT through Madaket, how can I ensure this information is transferred to Aetna?

CareCentrix cannot transition provider ERA/EFT enrollment to Aetna. Please contact HOMELINK or Carelon for direction on enrollment for ERA/EFT processing.

Thank you in advance for your cooperation and continued partnership.