Provider Newsflash
November 2026

Alert: Florida Flooding

Purpose of this communication:

- To alert contracted providers in Florida of CareCentrix's response to Florida flooding.

What do I need to know?

- The Governor of Florida has issued a State of Emergency. CareCentrix does not expect disruption in our operations. We expect to operate with normal business hours and operations.
- All authorizations and claim payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.

What do I need to do?

- If there are any issues with providing timely care to patients, please notify CareCentrix immediately by emailing ProviderInfo@CareCentrix.com.
- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.
- **IMPORTANT! Please tell us how you are impacted by the flooding using this survey.**

Thank you in advance for your cooperation and continued partnership. If you have any questions, reach out to your assigned Provider Relations contact for assistance.