



**BCBS Pre-Fix Identification Tool Available on the Provider Portal: HomeBridge<sup>SM</sup>**

**Purpose of this communication:**

- CareCentrix is excited to introduce the new Blue Cross Blue Shield (BCBS) Prefix Identification Tool available on our Provider Portal: HomeBridge<sup>SM</sup>.

**What do I need to know?**

- The BCBS Prefix Identification Tool can be utilized by any CareCentrix provider servicing patients with a BCBS plan to identify the patient's plan type, and obtain health plan contact information for over 14,000 pre-fixes for BCBS Association plans.
- For specific prefixes, the BCBS Prefix Identification Tool will alert users to additional considerations related to possible service, coverage and benefit exceptions including but not limited to:
  - This plan may be secondary to Medicare. Please verify with the home plan whether Medicare is primary. CareCentrix does not coordinate services if Medicare is primary.
  - CareCentrix does not coordinate services for this plan. Please contact the patient's home plan for further direction.
  - This plan does not include Home DME, Orthotics & Prosthetics or Home Health benefits. Therefore, CareCentrix does not coordinate these services.
  - The Prefix is no longer valid. Please verify and obtain from the patient's home plan the updated pre-fix and subscriber ID.

**What do I need to do?**

- Providers servicing BCBS patients should access the BCBS Prefix Identification Tool by visiting the Provider Portal: HomeBridge<sup>SM</sup> homepage under "For Providers" and clicking on "Resources and Forms".
- Providers must check eligibility and benefits prior to rendering services. The BCBS Prefix Identification Tool is for informational purposes only and does not guarantee a patient's eligibility or payment of a claim.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.**