



BayCare Health System Carve Out Reminder

Purpose of this communication

- To remind CareCentrix providers of the county coverage for the existing BayCare Health System carve out process for Cigna members.

What do I need to know?

- Polk County is no longer included in the BayCare Health System carve out process for Cigna members.
- As a reminder, the counties impacted by the BayCare Health System carve out process for Cigna members include:
 - Hillsborough County
 - Pasco County
 - Pinellas County
- BayCare Health System Cigna members located in Hillsborough, Pasco and Pinellas counties must be coordinated through the BayCare HomeCare. Providers should **NOT** contact CareCentrix for authorization and/or care coordination. BayCare HomeCare can be contacted by the following:
 - Phone: 1-800-673-4534
 - Fax: 1-800-676-3127
- The following Cigna members are exempt from the carve out process and providers **MUST** contact CareCentrix for authorization and/or care coordination:
 - CareCentrix Employees
 - Members receiving a Home Sleep Test (HST)

What do I need to do?

- Providers need to coordinate Durable Medical Equipment (DME), Home Infusion Therapy (HIT), and home health services with BayCare Health System for any BayCare Health System employees, and Cigna members located in the BayCare service area of Hillsborough, Pasco, Pinellas counties.
- Providers need to coordinate Home Sleep Test (HST) services with CareCentrix for any Cigna members with the exception of the BayCare Health System employees, spouses and dependents that reside in the Hillsborough, Pasco and Pinellas counties. HST services for BayCare Health System dependents eligible for the Out of Area (OOA) benefit plan and live outside the BayCare service area should come through CareCentrix for HST services.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please contact your assigned Network Management representative for assistance.