

BayCare Health System County Coverage

Purpose of this communication:

- To remind CareCentrix providers of their obligation to comply with the existing BayCare Health System carve-out process for certain Cigna members.

What do I need to know?

- For Cigna members located in Hillsborough, Pasco and Pinellas counties in Florida services must be coordinated by BayCare Health System. The only exception is home sleep test requests and requests for CareCentrix employees, which should continue to be coordinated through CareCentrix. If the account is BayCare Health System (Cigna account number 00605103) all DME, home health and home infusion is to be handled by BayCare regardless of the county in which the member resides.

	Choice Share, Choice HSA	Choice Share OOA, Choice HSA OOA
Eligibility	All BayCare Health System employees and their spouses, dependents	Dependents living outside the BayCare area (Hillsborough, Pasco, Pinellas, and Polk county) are eligible to for the OOA benefit plan
Network	BayCare Health System	BayCare Health System and Cigna OAP network
Service Coordination		
DME	Handled by BayCare HomeCare	Handled by BayCare HomeCare
Home Health Services (includes Home Infusion Therapy)	Handled by BayCare HomeCare	Handled by BayCare HomeCare
Breast Pumps	Handled by BayCare Home Care	Handled by BayCare HomeCare
Sleep Management Studies	Handled by BayCare Home Care	Handled by CareCentrix
CareCentrix Employees	Not Applicable	Handled by CareCentrix

- Authorization requests submitted to CareCentrix for Cigna members that are included in this carve-out will be promptly transitioned to BayCare Health System. Providers should **NOT** contact CareCentrix for authorization and/or care coordination.
- BayCare Health System can be contacted by the following:
 - Phone: 1-800-BayCare (229-2273)
 - 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)
- Failure to follow this process will require CareCentrix to transition the patient on service to BayCare, and submitted claims may be denied.**

What do I need to do?

- Providers are strongly encouraged to incorporate measures to identify carve-out members upon initial receipt of a service referral, and promptly transition to BayCare.
- 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 who reside in the Hillsborough, Pasco and Pinellas counties.

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.