

2023 Benefits Reminders

Purpose of this communication:

- To remind providers about the importance of confirming member eligibility, benefits, and related items as we approach a period where member insurance plan coverage may change.

What do I need to know?

Please review the information below:

Specific Categories of Providers	Things to Know
All Providers	<ul style="list-style-type: none"> Providers must check eligibility and benefits with the member’s health plan prior to rendering services to ensure the member’s health plan and benefits have not changed. CareCentrix may end-date existing authorizations on December 31, 2022 based on changes in eligibility information received from the member’s health plan. This may not be inclusive of all membership changes. Always confirm eligibility and benefits prior to rendering services.
Private Duty Nursing	<ul style="list-style-type: none"> For private duty nursing services, providers must submit a re-authorization request before the end of 2022 for services where either the authorization has expired or the member will require services in 2023. <u>This applies to all health plans that require authorization through CareCentrix.</u>
Fee-for-Service	<ul style="list-style-type: none"> Services spanning calendar years must be billed on separate claims. Claims containing dates of service in multiple calendar years may be rejected or denied and will need to be resubmitted on separate claims. This does not apply to claims that are reimbursed on an episodic basis (PDGM claims). <p>Example: Claim has two claim lines, the first line has a date of service of 12/31/2022 and the second line has date of service 1/2/2023. This claim would likely reject or deny for spanning multiple calendar years. The services should be resubmitted on two separate claims, one for each calendar year.</p>

Thank you in advance for your cooperation and continued partnership.



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What do I need to do?

- For additional information, please reference the CareCentrix [Provider Manual](#) located on the provider portal.
- If you have additional questions, please reach out to your dedicated Provider Relations Manager. If you do not know who your Provider Relations Manager is, email [Network Management@CareCentrix.com](mailto:NetworkManagement@CareCentrix.com).

Thank you in advance for your cooperation and continued partnership.