

### CareCentrix Direct Updates and Improvements

#### Purpose of this communication:

- To notify providers about improvements to CareCentrix Direct.

#### What do I need to know?

- CareCentrix Direct** is an essential service we provide to increase efficiency for our contracted providers through automated referrals that are delivered via email or the HomeBridge® provider portal directly to you!
- To enhance user experience and promote informed decision making, CareCentrix has made improvements to CareCentrix Direct by repurposing the “Cross Street Field” to provide you with additional details for Home Health and DME cases:
  - Home Health:** The Cross Street field may include the type of services the member requires, frequency (3x weekly, daily, etc.) and duration.
  - DME:** The Cross Street field may include frequency and any DME specific details (i.e., 4-wheel walker with extra-large seat). For certain HCPCS codes, the “Requested Brand” field may populate if the member requests a specific brand.
- These additional case details will populate in the circled field(s) when you are asked to accept or decline a case.



Service Code	Units	HCPC	Description	Requested Brand	Start of Care	Diagnosis	Service Delivery County	Service Delivery Closest Cross Streets
8343 PUR	1	B4152	HIT, FORMULA, CALORIE DENSE>/=1.5KCAL, 100 CAL=1 UN		06/20/2024 03:59 PM	E012	VOLUSIA	

Buttons: Back, Accept, Decline

- Finally, you may now use the **Chat With Us** feature within the provider portal to **check authorization status, cancel an authorization, edit authorizations, and let us know if you are no longer able to service the member.**



#### What do I need to do?

- To join CareCentrix Direct and start receiving referrals, have your portal administrator register an up-to-date email address by following the steps in this resource document: [“Guide to Being a Portal Administrator”](#) beginning on Page 2.
- If you need portal administrator access or have any additional questions, please reach out to your [Provider Relations contact](#) who will be happy to assist you!

Thank you in advance for your cooperation and continued partnership.