

Alert: COVID-19 Pandemic**Purpose of this communication:**

- To communicate to providers regarding the COVID-19 pandemic in connection with efforts to protect and support the patients that we mutually serve.

What do I need to know?

- CareCentrix has been preparing for challenges like COVID-19 as part of our normal business continuity and contingency planning procedures, and we expect business will continue to function as normal. A large number of our employees currently work remotely, and we have multiple emergency and call center redundancy plans, as well as the ability to increase remote work as required without any disruption to our business and service.
- Our network providers must also have robust business continuity and contingency planning to avoid disruptions in care. Please notify CareCentrix immediately if you have any issues with providing timely care to patients.
- Please also notify CareCentrix immediately if you foresee any shortages in staff, equipment, or supplies needed to service patients. This includes any shortages of protective equipment and supplies needed to provide services to patients diagnosed with COVID-19.
- Please ensure that you are familiar with and comply with all applicable regulatory and CDC guidance with respect to COVID-19. For helpful information, please go the following links:

[CDC Resources for Health Care Facilities](#)

[CDC COVID-19 FAQ](#)

[CDC Guidance For Prevention of Spread in Home and Community Settings](#)

[CDC Guidance Infection Prevention and Control](#)

[CDC Coronavirus Updates](#)

[CMS Guidance](#)

- During the COVID-19 pandemic, providers may submit requests retrospectively for authorization of services for patients being treated for COVID-19. Such requests will be processed in accordance with plan guidelines, including all eligibility and benefit requirements. If you need assistance with such requests, contact CareCentrix at (800) 808-1902.

What do I need to do?

- If you have any additional questions about servicing patients during the COVID-19 pandemic or require additional assistance, please contact CareCentrix at (800) 808-1902.