

CareCentrix Direct – Technical Issue

Purpose of this communication:

- To alert providers of an intermittent CareCentrix Direct issue impacting providers with multiple locations.

What do I need to know?

- CareCentrix is experiencing an intermittent issue with CareCentrix Direct, and providers may receive an error message when trying to accept a case through CareCentrix Direct.
- CareCentrix is proactively working to remediate this issue and will provide an update within the next 24 hours. There is no need to contact the helpdesk at this time.
- Providers can continue to obtain authorizations through the HomeBridge® Provider Portal.

What do I need to do?

- Obtain authorizations through the HomeBridge Provider Portal.
- If you have any questions, please reach out to your Provider Relations Contact.

Thank you in advance for your cooperation and continued partnership.