

## CareCentrix Direct – Technical Issue Resolved

### Purpose of this communication:

- To alert providers of the resolution of an intermittent CareCentrix Direct issue impacting providers.

### What do I need to know?

- CareCentrix was experiencing an intermittent issue with CareCentrix Direct.
- The issue was resolved on March 21, 2023, and there have been no additional reports of any issues.
- 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.