

### CareCentrix Direct SMS Text Sunset

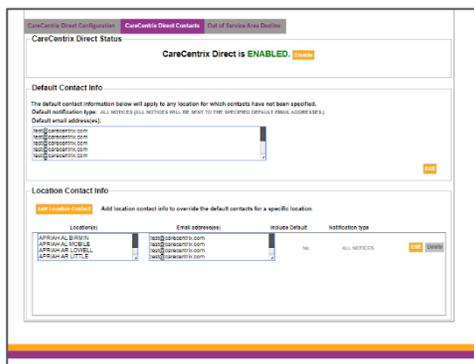
#### Purpose of this communication:

- To notify providers that CareCentrix will be sunsetting CareCentrix Direct SMS Texting capabilities throughout the entire CareCentrix Direct platform.

#### What do I need to know?

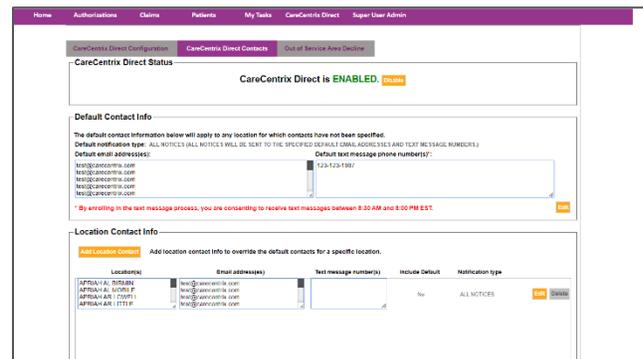
- A process improvement project is underway to streamline and enhance CareCentrix Direct to create a better user experience for our providers. In that effort CareCentrix will be sunsetting the SMS Texting capability on the CareCentrix Direct platform to declutter the user interface and improve user experience on the platform.
- For an example of the streamlined interface see below:

#### Updated Version



Location(s)	Email address(es)	Include Default	Notification type
APRILVA AL   000000	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000001	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000002	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000003	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000004	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000005	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000006	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000007	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000008	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000009	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000010	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000011	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000012	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000013	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000014	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000015	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000016	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000017	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000018	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000019	health@carecentrix.com	No	ALL NOTICES
APRILVA AL   000020	health@carecentrix.com	No	ALL NOTICES

#### Old Version



Location(s)	Email address(es)	Text message number(s)	Include Default	Notification type
APRILVA AL   000000	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000001	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000002	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000003	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000004	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000005	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000006	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000007	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000008	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000009	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000010	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000011	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000012	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000013	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000014	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000015	health@carecentrix.com		No	ALL NOTICES
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APRILVA AL   000019	health@carecentrix.com		No	ALL NOTICES
APRILVA AL   000020	health@carecentrix.com		No	ALL NOTICES

- As a result of this change, providers will no longer be notified about CareCentrix Direct updates regarding new cases, authorization status, etc., through text message. You will also no longer see prompts to opt into SMS texting when adding/editing contact info and adding/editing a location.
- You will still be able to receive all CareCentrix Direct updates through email.

#### What do I need to do?

- No action is required by providers currently enrolled in CareCentrix Direct SMS Text messaging, you will automatically stop receiving text message notifications and will **only** receive email notifications moving forward.
- If you are not currently enrolled in CareCentrix Direct and would like to receive automatic referrals for cases in your location as well as automatic case updates, please refer to our [CareCentrix Direct training presentation](#) on the HomeBridge® provider portal or reach out to your dedicated [Provider Relations contact](#) to learn more.

Thank you in advance for your cooperation and continued partnership.