

Authorization Requests: CareOregon®

Purpose of this communication:

- To inform providers that **effective August 1, 2026**, all authorization requests for Durable Medical Equipment (DME) for CareOregon must be submitted to CareCentrix through the DME Navigator Point-of-Care (POC) Platform. This includes Medicaid and Dual Eligible Special Needs Plans (D-SNP) lines of business.

What do I need to know?

- All authorization requests, **effective August 1, 2026**, for Durable Medical Equipment (DME) for CareOregon must be submitted to CareCentrix through the DME Navigator Point-of-Care (POC) Platform, rather than to CareOregon. You will receive another communication if there are any changes to this timeframe.
- Providers can identify what codes require prior authorization by using the **CareOregon DME Navigator Prior Authorization Tool**.
- CareCentrix applies the medical coverage policies approved by health plan clients, including but not limited to, those medical coverage policies posted [here](#).
- For additional information on CareCentrix's authorization requirements, review the applicable [Provider Manual](#).
- As a reminder, all initial and continuation of services must be entered in the DME Navigator POC Platform and, when applicable, authorization must be requested directly through the DME Navigator POC Platform.
 - Monthly rentals do not require monthly entry into the DME Navigator POC Platform. The rental is for the specified duration at initial entry. If the rental period needs to be extended beyond the original timeframe, a new entry into the DME Navigator POC Platform is required.

What do I need to do?

- Refer to our **CareOregon DME Navigator Prior Authorization Tool** for a listing of codes requiring prior authorization. The codes that require prior authorization are subject to change. Please refer to the "Update" tab for the most recent changes.
- For help with the DME Navigator POC Platform, you can use the live chat feature within the platform, contact your Parachute Account Manager, or email support@parachutehealth.com.

Thank you in advance for your cooperation and continued partnership.