

Purpose of this communication:

- To inform providers servicing Florida Blue members that CareCentrix has recently updated our call menu and options for the Florida Blue 800 number.

What do I need to know?

- When providers call the dedicated CareCentrix phone number for Florida Blue (877-561-9910), they will need to listen carefully as the menu options and prompts have changed.
- One of the new options available to providers and members is a Medicare member menu. This allows us to better route Medicare members to designated teams to better serve them.
- The new options are streamlined and easier to navigate.
- Callers will now have the following menu options:
 - For English press 1. For Spanish press 2.
 - If you are a provider press 1.
 - For questions about a claim, press 1.
 - To request authorization for home infusion therapy, press 2.
 - To request authorization for custom power equipment, prosthetics, or related repairs, press 3.
 - To request authorization for other services, equipment, or supplies, press 4.
 - To repeat this menu, press the star key.
 - To return to the main menu, press 9.
 - For options 2-4 (providers should always select option 1 above)
 - If you need to speak to an associate, press 1
 - If you are inquiring about a new request, press 2.

What do I need to do?

Please share with your front-line associates to ensure they are able to reach the correct team to support their inquiries.

If you are inquiring about a previously requested authorization or service registration, please contact us via chat located in the portal!

Thank you in advance for your cooperation and continued partnership.