

Florida Blue D-SNP Program Sunset January 1, 2025

Purpose of this communication:

- To notify providers that effective January 1, 2025 Florida Blue will no longer offer Medicare D-SNP plans and to notify of impacts to processes related to service registration and authorization requests, claims and coordination of services with CareCentrix for Florida Blue D-SNP members.

What do I need to know?

- Effective January 1, 2025**, Florida Blue will no longer offer Medicare D-SNP plans. To ensure a smooth transition for Florida Blue D-SNP members, and to support our provider network, we are notifying you so that you can begin coordinating with the member and their new health plan to ensure there is no disruption in care.

CHANGES IMPACTING THE COORDINATION OF SERVICES WITH CARECENTRIX

Service Registration/Authorization	<ul style="list-style-type: none"> CareCentrix will continue to process service requests received by March 31, 2025 for dates of service on or before December 31, 2024.
Claims	<ul style="list-style-type: none"> Providers should continue to follow current claims submission processes for claims with dates of service on or before December 31, 2024. Claims submitted to CareCentrix for Florida Blue D-SNP members with dates of service on or after January 1, 2025 will be rejected and should be submitted directly to the member's new health plan.
Member Transition	<ul style="list-style-type: none"> Please contact the member for their new insurance information.
Contact Information	<ul style="list-style-type: none"> Providers seeking CareCentrix support for services on or before December 31, 2024 should utilize the HomeBridge® provider portal or Key Contacts section in the Provider Manual.

IMPORTANT DATES:

CareCentrix Phone Lines	CareCentrix will offer peer-to-peer review requests for Florida Blue D-SNP members up through March 31, 2025 for any requests with dates of service on or before December 31, 2024.
Service Registration/Authorizations	Service requests with dates of service on or after January 1, 2025 will not be accepted.
Rejection of Claims	The timely filing deadline is not impacted by this change. Claims with dates of service on or after January 1, 2025 will be rejected and should be submitted to the member's new health plan.
Claims Reconsiderations/Appeals	Standard claims reconsiderations and appeals processes will be followed.

What do I need to do?

- Review the above information and attached FAQ for additional details on claims, service requests, and more.

Thank you in advance for your cooperation and continued partnership.

FLORIDA BLUE D-SNP TRANSITION

FREQUENTLY ASKED QUESTIONS (FAQ)

1) When is this change effective?

This change will be effective January 1, 2025.

2) What Health Plans/members are impacted?

Only Florida Blue D-SNP plans and their members are impacted. This change does not impact any other CareCentrix Health Plan clients.

3) Will CareCentrix continue to support any services for Florida Blue?

Yes, CareCentrix will continue to coordinate services for Florida Blue Medicare Advantage and Commercial members.

4) Will my contract with CareCentrix automatically terminate on January 1, 2025?

No, your contract will not be terminated.

5) Will I still have access to the CareCentrix HomeBridge® provider portal after December 31, 2024?

Yes, this change does not affect your ability to access the HomeBridge provider portal.

6) Who should I call for claim and/or service request questions or support for services rendered to Florida Blue D-SNP members on or before December 31, 2024?

Providers seeking CareCentrix support for services on or before December 31, 2024 should utilize the HomeBridge® provider portal or contact information listed in the Provider Manual.

7) Who should I call for any questions or support related to services rendered to former Florida Blue D-SNP members on or after January 1, 2025?

For any questions or support related to services rendered to former Florida Blue D-SNP members, please contact the member's new health plan listed on the back of the member's **new** insurance card.

Service Registration/Authorization Related Questions:

8) Will CareCentrix still issue Service Registration Forms (SRF) for Florida Blue D-SNP members?

CareCentrix will issue SRFs for requests received by March 31, 2025 for dates of service on or before December 31, 2024.

Thank you in advance for your cooperation and continued partnership.

9) Can I submit retrospective requests?

Retrospective requests received on or before March 31, 2025 for dates of service on or before December 31, 2024 will be reviewed.

10) What happens if my service registration is still pending on or after January 1, 2025 for services that have already been completed?

CareCentrix will continue to process service requests, if the request was received by March 31, 2025 for dates of service on or before December 31, 2024.

11) What is the impact to service registration end dates?

There is no impact to service registration end dates. However, CareCentrix will only review claims received within the timely filing deadline with dates of service on or before December 31, 2024. Any claims with dates of service on or after January 1, 2025 should be submitted to the member's new health plan.

Claims Related Questions:

12) Are there any changes to the CareCentrix claims processes for claims with dates of service on or before December 31, 2024?

No, providers should continue to follow current claims submission processes for claims with dates of service on or before December 31, 2024.

13) Where should I submit claims for former Florida Blue D-SNP members with dates of service on or after January 1, 2025?

All claims with dates of service on or after January 1, 2025 should be submitted to the member's new insurance plan, even if a Service Registration Form (SRF) was issued by CareCentrix.

14) What is the timely filing deadline for claims for services provided prior to the transition?

The timely filing deadlines for claims is not impacted by this change. Please refer to your CareCentrix Provider Agreement and Provider Manual.

15) Will Florida Blue offer claims support on denied or rejected claims by CareCentrix?

No, claims submitted for services provided on or before December 31, 2024 must be resolved directly with CareCentrix using the claims resolution process outlined in your CareCentrix Provider Agreement and Provider Manual.

Thank you in advance for your cooperation and continued partnership.



Provider Newsflash December 2024

16) What if I accidentally send claims for dates of service on or after January 1, 2025 to CareCentrix instead of the member's new insurance plan?

Claims submitted to CareCentrix for former Florida Blue D-SNP members with dates of service on or after January 1, 2025 will be rejected and should be submitted directly to the member's new insurance plan.

17) Will claims reconsiderations and appeals still follow the same timeline?

Providers should continue to follow the reconsideration and appeals process defined in the CareCentrix Provider Manual for claims with dates of service on or before December 31, 2024.

18) Will I be subject to recoupments on or after January 1, 2025?

Claims with dates of service on or before December 31, 2024 will be subject to the standard claims processes, including recoupment where appropriate.

Thank you in advance for your cooperation and continued partnership.