carecentrix

Provider Newsflash
November 2026

Florida Blue and Horizon C-SNP Expansion

Purpose of this communication:

- To notify contracted providers of additional membership being added for Florida Blue and Horizon® Blue Cross® Blue Shield® of New Jersey (Horizon).

What do I need to know?

- **Effective January 1, 2027,** CareCentrix will support the new Medicare Advantage Chronic Condition Special Needs Plan (C-SNP) population for Florida Blue and Horizon. This support will include the same delegated functions we perform today, including:
    - Utilization Management reviews
    - Claims Processing
    - Patient Billing
    - All existing operational processes and workflows currently in place for Florida Blue and Horizon membership.
- The C-SNP product names are the following:
    - **Florida Blue:** BlueMedicare Focus HMO C-SNP
        - Service Types: Home Health, Home Infusion Therapy, Durable Medical Equipment
    - **Horizon:** Horizon Specialty Care HMO C-SNP
        - Service Types: Home Infusion Therapy, Durable Medical Equipment
- Any utilization management requests for Florida Blue or Horizon C-SNP patients must be submitted to CareCentrix for dates of service on or after January 1, 2027. Please review the important guidance below regarding service requests received prior to January 1, 2027.
    - **Florida Blue:** Service requests received **prior to January 1, 2027**, will not be processed and returned to provider for resubmission on or after January 1, 2027, even if requested date of service is after January 1, 2027.
    - **Horizon:** Service requests received **prior to December 29, 2026**, will not be processed and returned to provider for resubmission on or after January 1, 2027, even if requested date of service is after January 1, 2027.
- Claims for services provided to Florida Blue and Horizon C-SNP patients for dates of service on or after January 1, 2027, should be submitted to CareCentrix within the applicable timely filing guidelines. Any claims paid for services provided to these patients will be reimbursed under the Medicare Advantage fee schedule.

What do I need to do?

- When providing services to a Florida Blue or Horizon C-SNP patient, follow the directions above for new service requests and claims submission.
- If you have any questions regarding this change, please reach out to your Provider Experience Contact who will be happy to assist!

Thank you in advance for your cooperation and continued partnership.

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