

Changes to Fallon Health® Retrospective Service Requests

Purpose of this communication:

- To notify contracted providers of a change to retrospective service requests for Fallon Health members.

What do I need to know?

- Effective February 1, 2025, Fallon Health will no longer allow retrospective service requests for their members.
 - As a result of this change, CareCentrix cannot accept any retrospective service requests for Fallon Health members through phone, fax or the HomeBridge® provider portal.

What do I need to do?

- If you have not submitted a service request for a member you are currently servicing, please submit these requests to CareCentrix on or before January 31, 2025.
- For any questions related to this change, please contact your [Provider Relations contact](#), who will be happy to assist you!

Thank you in advance for your cooperation and continued partnership.