

HomeBridge® Provider Portal Browser Change

Purpose of this communication:

- To inform providers that **effective March 16, 2024**, HomeBridge® provider portal users will only be able to access the provider portal on one tab at a time in the same browser.

What do I need to know?

- Currently, submitting a request with multiple provider portal tabs open in the same browser will trigger duplicated requests across all open tabs.
 - To prevent this, CareCentrix will only support one open tab per browser.
- Portal users can access a second tab, if needed, by opening a tab in another supported browser.
 - **Example:** A tab may be open on a Google Chrome browser (preferred) and a Microsoft Edge browser simultaneously, which are the only two supported browsers.
- If a second tab is opened within the same browser the following message will be displayed.



What do I need to do?

- No action is required.
- For additional support regarding this change, please contact your dedicated [Provider Relations contact](#).

Thank you in advance for your cooperation and continued partnership.