

Changes to Phone System: Self-Service Claims

Purpose of this communication:

- The purpose of this communication is to inform you that CareCentrix is improving the caller's experience through a new self-service function.

What do I need to know?

- Later this month, CareCentrix will introduce a self-service option for Claims calls. This enhancement will allow callers to manage their cases using the automated phone system. The following actions will be available through self-service:
 - Authorization Status: Approved, Denied, or In Progress
 - Denial Information: Contact details if a request is denied
 - Claims Balance
 - Submit appeals and reconsiderations

What do I need to do?

- When calling CareCentrix, be prepared to provide:
 - NPI number
 - The Authorization number
 - Claim Number
 - Tax ID

Thank you in advance for your cooperation and continued partnership.