

WellSky Updates for CareCentrix

Purpose of this communication:

- Effective August 1, 2026, CareCentrix will no longer accept referrals submitted through CarePort powered by WellSky (CarePort). As of this date, referrals sent via CarePort will not be processed.

What do I need to know?

- Beginning August 1, 2026, all referrals should be submitted using one of the following methods:

Health plan	Phone	Fax (preferred)
Florida Blue	877-561-9910	877-627-6688
Wellcare®	866-501-4659	877-246-8088
Horizon® & Braven Health SM	855-243-3321	866-522-8555
Ambetter from Sunshine Health (Florida)	833-409-1289	877-250-5290
Ambetter from Peach State Health Plan (Georgia)	833-592-1068	877-250-5290
Ambetter from Buckeye Health Plan (Ohio)	833-592-1063	877-250-5290
Ambetter of Illinois, Inc. (Illinois)	833-592-1065	877-250-5290
Ambetter from MHS (Indiana)	833-592-1079	877-250-5290
Ambetter from NH Healthy Families (New Hampshire)	833-592-1080	877-250-5290
Ambetter from PA Health & Wellness (Pennsylvania)	833-592-1081	877-250-5290
Ambetter from Magnolia Health (Mississippi)	833-409-1291	877-250-5290
Ambetter from Absolute Total Care (South Carolina)	833-592-1073	877-250-5290

- Please ensure referrals include all required clinical documentation to avoid processing delays.
- Referrals submitted through CarePort on or after August 1, 2026, will not be accepted and may result in delays to patient care.

What do I need to do?

- To support a smooth transition, we ask that you:
 - Update your internal referral workflows and systems prior to August 1, 2026
 - Communicate this change to all relevant administrative and clinical staff
 - Discontinue use of CarePort for CareCentrix referrals on or before the effective date
- If you have questions regarding this change or need assistance with submitting referrals, please contact ClientServicesFacilities@carecentrix.com.

Thank you in advance for your cooperation and continued partnership.