

CareCentrix Phone System Transition

Purpose of this communication:

- To notify providers that CareCentrix is switching to a new phone system, which is being implemented in phases over the next several months to further improve provider and member experience.

What do I need to know?

- As CareCentrix works through this transition, providers may notice that some options have changed when calling. If you regularly utilize the CareCentrix phone line, the phone tree paths may be different.

What do I need to do?

- Providers should listen closely to all phone options before making a selection to ensure they are routed to the correct resource.

Thank you in advance for your cooperation and continued partnership.