



Portal Automated BOT Requests

Purpose of this communication:

To alert providers of a temporary change for portal requests during peak processing portal time periods.

What I need to know?

- Due to increased volume of portal requests during peak processing periods (December – January), CareCentrix must restrict usage of automated bot/scripting transactions to our provider portal between 7am and 9pm Monday-Friday. We apologize for any inconvenience and appreciate your patience during this time.

What do I need to do?

- Do not use automated bots to submit portal requests between 7am and 9pm Monday-Friday.

Thank you in advance for your cooperation and continued partnership.