



Provider Newsflash

August 2016

CareCentrix Provider Portal Service Request Issues

Purpose of this communication

- To inform providers that the CareCentrix Provider Portal is experiencing intermittent delays/errors related to submitting service requests and viewing authorizations.
- We anticipate that the CareCentrix Provider Portal will be repaired within the next few hours.

What do I need to know?

- When submitting a service request via the CareCentrix Provider Portal, please do not click 'Submit' more than once.
- CareCentrix will notify you once the issue has been resolved.

Thank you in advance for your cooperation and continued partnership.