



Provider Notification for Florida Blue NextERA Energy Group Patients

Purpose of this communication:

To notify providers of the addition of Florida Blue NextERA Energy group patients and the applicable utilization management process.

What do I need to know?

- Providers can identify affected patients by a unique Subscriber ID prefix, F4W.
- Please reference the below grid to confirm the process for NextERA Energy Group patients in need of services covered under your CareCentrix Agreement.

Process for NextERA Energy Group Patients	Responsible Party
Eligibility and benefits	Florida Blue
Precertification	Florida Blue
Utilization management	Florida Blue
Initial staffing (when referral is unattached)	CareCentrix*
Claims submission and processing	CareCentrix

*A SRF will only be issued when CareCentrix is involved in case staffing.

What do I need to do?

- Please contact Florida Blue for eligibility and benefits, precertification and utilization management via Availity. If you are unable to obtain the needed information from Availity, you can also outreach to Florida Blue at the following number: 855- 951-2583.
- Registration with CareCentrix is not required.
- Should you attempt to register services on HomeBridge: PortalSM you will be prevented from moving forward and directed to Florida Blue with the following message:
For patients covered by NextERA Energy Group plan, please contact Florida Blue via Availity. You may also call the telephone number on the back of the patient's insurance card to verify eligibility, benefits and obtain precertification when required. CareCentrix does not perform utilization management for these patients. Please continue to submit claims to CareCentrix for these patients.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your Network Management representative.