



Effective Patient Communication About Re-Authorization Status

Purpose of this communication:

- To remind providers to timely submit reauthorization requests and provide guidance on how to effectively communicate to patients about re-authorization status.

What do I need to know?

- When requesting a re-authorization from CareCentrix:
 - Complete all applicable fields on the provider portal.
 - Submit all required documentation, including most recent clinical notes.
 - Request a reauthorization **2-3 visits or 1 week** prior to the current authorization expiration.

What do I need to do?

- If there is a delay in receiving the authorization for continued treatment:
 - Contact CareCentrix directly to obtain an update on the authorization status.
 - Communicate to the patient that your agency is working with CareCentrix to obtain the re-authorization.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.