carecentrix

Purpose of this communication:

- To inform providers of a new **self-service feature, called Warning Code Tool,** on our provider portal to enhance the provider experience. This tool allows a provider to see the most common errors and to make corrections to improve overall efficiencies.

What do I need to know?

- Effective immediately, providers can access a tool that shows a list of the most common errors received through our portal and allow providers the chance to correct these errors without having to call for assistance.

- If a provider encounters an error that is listed in the tool, the error code can be selected and step-by-step prompts are provided on how to correct the error.

- The tool is designed to allow providers the ability to correct common errors in a shorter time than calling our help line; however, providers may still call our help line if preferred.

What do I need to do?

- The tool is located under the Education Center of our portal and is labeled *"Warning Code Tool."* You can access our portal by visiting: www.carecentrixportal.com.

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.

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