

NEW: Registration and Prior Authorization Improvements for DME and HIT

Purpose of this communication:

- To notify DME and HIT providers of improvements to our registration and prior authorization requirements for certain DME and HIT HCPCS codes and fax request forms.

What do I need to know?

- As part of CareCentrix's ongoing initiatives to remove administrative barriers and elevate provider experience and patient satisfaction, CareCentrix has substantially reduced the number of DME and HIT codes for which registration with CareCentrix is required.
 - To determine the codes for which registration and/or prior authorization from CareCentrix is required, please review our [Prior Authorization Tool](#) posted at the HomeBridge® provider portal.
 - If a contracted DME or HIT code is not listed for a patient's health plan on this tool, you are not required to register or secure prior authorization from CareCentrix.
- For services that do require registration and/or prior authorization, CareCentrix's [HomeBridge® provider portal](#) is a powerful platform that allows providers to do that and much more!
 - If you have any questions about navigating the provider portal, your dedicated CareCentrix [Provider Experience Relations contact](#) will be happy to help you.
- CareCentrix also offers easy to use health plan specific fax request forms for prior authorization found on the HomeBridge® provider portal.
 - CareCentrix is continuously improving these forms and creating new ones to streamline processes so that you can focus on delivering high-quality care.
- For BlueCard® members, please continue to secure prior authorization from the home plan when required.

What do I need to do?

- Providers must verify eligibility and benefits with the health plan prior to rendering any service. A Service Registration Form (SRF) is not a guarantee of payment.
- Following delivery of care/services to the patient, please follow your regular processes for submitting the claim.

Thank you in advance for your cooperation and continued partnership.