



Alert: Tennessee Tornado Event

Purpose of this communication:

- Severe storms and at least one devastating tornado impacted the state of Tennessee early morning Tuesday March 3rd 2020, resulting in loss of life, properties, power outages and road blocks within the state.
- Road blockages as well as 7,000+ power outages are being reported.
- Counties with the greatest impacts include Benton, Davidson, Putnam, and Wilson counties. Carroll, Fentress, Overton and Smith counties have also reported storm impacts, fallen trees, and blocked roads.

What do I need to know?

- CareCentrix will be business as usual with normal business hours and operations.
- All authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.
- If there are any issues with providing timely care to patients, please notify CareCentrix immediately.

What do I need to do?

- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.
- If you require additional assistance, please contact CareCentrix at (800) 808-1902.

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.