CareCentrix

BCBSF FAQs

Patient Registration and Transition

Overview
- In order to get paid, you must register your members and receive an authorization from CareCentrix
- Any patients requiring service beyond **9/1/2011** will need to be registered
- Providers register their members by submitting a registration spreadsheet which can be found at: **www.carecentrixportal.com**

Timing
- Registration spreadsheets must be received no later than **9/23/11**
- Providers who submit accurately completed spreadsheets should expect to receive their authorizations within 7-10 business days

Common Mistakes
- Incomplete or inaccurate spreadsheets, or those with missing data will delay our ability to provide you an authorization within 7-10 business days
- Common mistakes or omissions include:
  - Inaccurate subscriber ID number
  - Members who are no longer eligible that are submitted on the spreadsheet
  - Missing patient address, date of birth (needs to appear as mm/dd/yyyy), service type description, inaccurate HCPC codes, missing secondary modifier (s) (and if applicable 3rd and 4th as well)
  - Including DME items that have met purchase price (these are member owned)
  - Providers not identifying themselves in the body of the email when submitting their spreadsheet

If you must provide service before receiving an authorization, please remember to check member eligibility and benefits, and do not submit a claim until your authorization is received

Have More Questions?
- Please visit **www.carecentrixportal.com** for comprehensive registration and transition training materials

Blue Card

Overview

- BlueCard is the name of the program which allows BlueCross BlueShield members in one state to access care and receive services in other states where they may be traveling, visiting, or residing

Authorization Process

- CareCentrix will check eligibility and benefits, and provide authorizations, for all Blue Card members needing care in FL (in the past, providers were required to do this)
- Providers serving Blue Card members in the State of Florida must contact CareCentrix prior to the start of care to attain authorization for service.
- Providers should also send claims for Blue Card members directly to CareCentrix

Please Note

- Services for Out of State members accessing the Blue Card network and members with out of state employer groups or home plans require elevation to the home plan, which may result in delayed authorizations.

Coordination of Benefits (COB): BCBSF as Secondary Payer

Medicare Primary/BCBS FL Secondary

- CareCentrix is not involved at all when Medicare is Primary whether Medicare covers service or not
- Provider would bill Medicare, then provider would bill BCBSF directly for any secondary payment processing
- No prior-authorization from CareCentrix is required

Other Payer Primary/BCBS FL Secondary

- Primary payer **does not** cover the requested service
  - Prior authorization **is** required through CareCentrix
  - CareCentrix will accept the request and process per the normal guidelines, including coordinating with a CareCentrix contracted provider
  - Provider bills Primary for denial and submits/includes the EOP from the Primary Payer with their claim to CareCentrix
  - CareCentrix then processes claim accordingly

- Primary payer **does** cover the requested service
  - CareCentrix will not process the referral request
  - CareCentrix will direct the provider/referral source to coordinate services with a provider contracted with the Primary payer
  - For payment, providers participating in the CareCentrix network should bill primary payer, then bill CareCentrix for any secondary
  - If the CareCentrix contracted provider bills secondary, CareCentrix claims center will process as secondary

Authorization Guidelines

- DME authorization guidelines for all CareCentrix payers (including BCBSF) can found on the CareCentrix Provider Portal
  - **www.carecentrixportal.com**
  - Sign in with your username and password
  - Click on the "e-learning" tab

- Not signed up for the CareCentrix portal?
  - You're missing out on many electronic tools designed to make working with CareCentrix easy!
    - Request authorization and re-authorization online
    - Claim status lookup
    - Education
  - Interested?
    - Send an email to: **portalinfo@carecentrix.com**