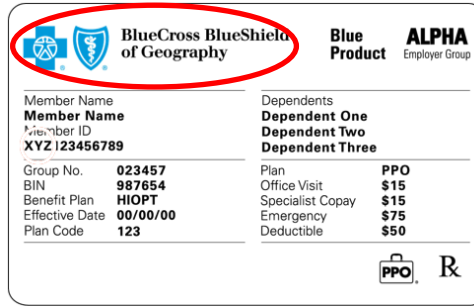
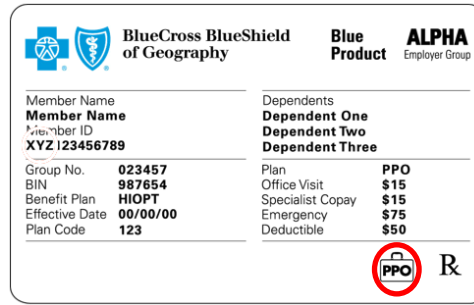
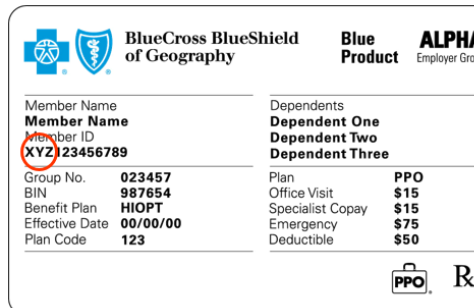


CareCentrix Quick Reference Guide	
Utilization Management Delegation:	CareCentrix is not delegated for utilization management for BlueCard® plans. The applicable home plan performs utilization management when required.
CareCentrix Contracted Services:	Florida Region: Home Health, Home Infusion, Home DME and Orthotics and Prosthetics (O+P) New Jersey Region: Home Infusion, Home DME and O+P
Note: Contracted services are determined by CareCentrix's contract with the applicable "host plan" (Florida Blue in Florida and Horizon Blue Cross Blue Shield of New Jersey in New Jersey).	
BlueCard Prefixes	
<p>The 3-character prefix generally identifies both the home plan, product and group. It is usually followed by a numeric or alpha numeric sequence identifying the individual member.</p>	BlueCard ID Card Example:
	Blue Plan Logo on ID Card:
	
	Suitcase on Front of ID Card:
	
	Prefix:
	

Where to Verify BlueCard Eligibility and Benefits, Submit Authorization Requests and Claims			
Florida Service Area			
Service Type:	Verify Eligibility and Benefits with:	Submit Authorization Request with:	Submit Claims with:
Home Infusion	Home Plan	Home Plan	CareCentrix
Home DME	Home Plan	Home Plan	CareCentrix
O+P	Home Plan	Home Plan	CareCentrix
Home Health Care	Home Plan	CareCentrix or Home Plan**	CareCentrix
<p>**CareCentrix will contact the home plan on the home health provider's behalf to request authorization when required when the request is submitted to CareCentrix via the CareCentrix HomeBridge® provider portal.</p> <p>IMPORTANT NOTE: Home health providers may instead contact the home plan directly to request authorization when required. However, if you plan to request authorization from the home plan on a regular basis, please notify your contracting contact to prevent duplication of efforts. Claims must be submitted to CareCentrix in either option.</p>			
Horizon New Jersey Service Area			
Service Type:	Verify Eligibility and Benefits to:	Submit Authorization Request to:	Submit Claims to:
Home Infusion	Home Plan	Home Plan	CareCentrix
Home DME	Home Plan	Home Plan	CareCentrix
O+P	Home Plan	Home Plan	CareCentrix
BlueCard Tools for Our Providers:			
BCBS Prefix Identification Tool:		This tool identifies BCBS plans using the 3-character prefix as well as the home plan, group name, product type and phone numbers. The tool will also warn providers if there are concerns such as carve-outs, Medicare Supplement plans or other important information.	
BCBS Out of Area Router: (Linked is the Florida Blue site but most home plans have similar websites)		This website is maintained by the BCBS Association that routes users to the appropriate home plans based on the 3-character prefix. Users have the option to search through Medical Coverage Guidelines or Pre-Certification Guidelines.	
BlueCard Frequently Asked Questions: (FAQ)		BlueCard frequently asked questions when working with CareCentrix.	