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Frequently Asked Questions

CareCentrix Direct

August 2024

Overview

CareCentrix Direct is an optional service that allows providers to access referrals through the CareCentrix HomeBridge® provider portal application. This feature includes the ability to sign up for notifications via email and allows providers to easily receive and accept referral notifications.

General Information

Is CareCentrix Direct available to all providers?

This service is available to all home health, durable medical equipment, and home infusion providers that are contracted with CareCentrix.

Where can I find more information on CareCentrix Direct and where do I sign up?

To learn more about CareCentrix Direct and how to sign up for this service, go to the CareCentrix HomeBridge® provider portal home page at www.carecentrixportal.com. Once there, under the Education Center section, click on CareCentrix Direct. There you will find a training video that explains how to sign up.

What about after-hour referrals?

Referral requests that are received by CareCentrix outside of standard business hours will be processed and initiated through CareCentrix Direct on the next business day, if the start of care allows.

What about after-hour notifications?

Notifications that are generated outside of standard business hours will be processed the next business day, if the start of care allows.

Who should I contact if I have additional questions?

You can contact your Provider Relations contact whose contact information can be found [here](#).

Under this process, a 'pop-up' box appears asking me to attest that I can meet the start of care. What happens if I don't attest?

You cannot move forward with the request if you do not attest that you can meet the start of care. As with today, it is critical that providers meet the start of care to avoid negatively impacting the patient's clinical condition.

What happens if I don't sign up for CareCentrix Direct?

You are not required to sign up for CareCentrix Direct. However, most referrals are staffed through CareCentrix Direct so you may receive less referrals.



Frequently Asked Questions

CareCentrix Direct

August 2024

What do some of the decline reasons mean?

If you receive a notification and are unable to accept the referral, here are some of the decline reasons you may see and what they mean.

| Decline Reason | What Does It Mean |
|---|---|
| Provider cannot meet the requested start of care date | The request may require the services to start on a specific date. If you cannot meet the start of care date, then you would select this decline reason. |
| Provider cannot provide all requested services | The request may require the services from a Registered Nurse (RN) and a Physical Therapist (PT). Your agency may be able to fulfill the RN portion of the case but not the PT services. In this example, you would select this decline reason. |
| Provider does not offer or carry the service or equipment requested | The request may require the services from a Pediatric RN, and your agency does not employ any Pediatric RNs. In this example, you would select this decline reason. We recommend that you contact your Contracting contact to clarify if the code needs to be removed from your contract. You can find their contact information here . |
| Request for service out of provider's service area | The request is in a geographical area that you do not service. We recommend that you contact your Contracting contact to clarify and update your geographical coverage. You can find their contact information here . |

Referrals

If I sign up for CareCentrix Direct, will I continue to receive calls from CareCentrix to staff referral opportunities?

Even after you sign up for CareCentrix Direct, you may still receive calls from CareCentrix related to urgent referrals or those for which you did not respond through CareCentrix Direct.

What happens if another provider tries to accept a referral at the same time I do?

As soon as a provider accepts the referral, all other notifications are cancelled, and no other provider can accept the referral.

How long will providers have to respond to a referral brought through CareCentrix Direct?

The referral is typically sent to a group of eligible providers and made available for 30 minutes before the notification is released to additional providers. Even after other providers are notified, you can still accept the referral as long as another provider has not accepted it first and the overall CareCentrix Direct timeframe has not expired.



Frequently Asked Questions

CareCentrix Direct

August 2024

What do I do if I decline and then can accept the referral?

You should contact CareCentrix to ask if the case is still active. If it is, the CareCentrix associate can enter your acceptance. You would then receive your Service Registration Form as you normally do today.

What do I do if I accept and then cannot fulfill the referral?

Contact CareCentrix immediately to advise CareCentrix that you are unable to accept the referral. You will need to provide the reasons for the turn-back. As turn-backs have the potential to negatively impact a patient's ability to receive timely care, turn-backs for any reason will continue to be closely monitored as a function of overall provider performance.

Do I have to call CareCentrix to accept the referral?

No, this service is designed for you to accept the case online.

Do I have to call CareCentrix if I have questions or updates to the referral?

No, you may now use the **Chat with Us** feature within the provider portal to check authorization status, cancel an authorization, edit authorizations, and let us know if you are no longer able to service the member.

Where can I find my Service Registration Form and clinical documents for referrals I accept?

There are two ways to view your Service Registration Form. Immediately after accepting a new referral through CareCentrix Direct on the provider portal, you will be presented with a link to view the Service Registration Form. You can also find the Service Registration Form and clinical documents at any time by clicking on the "Authorization Status" link on our CareCentrix HomeBridge® provider portal. You will no longer receive faxed documents for referrals you accept on the Portal.

What about referrals that my agency enters today on the CareCentrix portal?

This type of referral is not impacted by CareCentrix Direct, and you should continue to submit these referrals via the CareCentrix HomeBridge provider portal.

Where can I find additional case information prior to accepting?

The primary way to find information is by clicking the "View Clinical Questions" field. In addition, the "Cross Street Field" has been repurposed to provide you with additional details for some Home Health and DME cases. These additional case details will populate in the circled field(s) below when you are asked to accept or decline a case:

- **Home Health:** The Cross Street field may include the type of services the member requires, frequency (3x weekly, daily, etc.) and duration.
- **DME:** The Cross Street field may include frequency and any DME specific details (i.e., 4-wheel walker with extra-large seat). For certain HCPCS codes, the "Requested Brand" field may populate if the member requests a specific brand.



| Service Code | Units | HCPC | Description | Requested Brand | Start of Care | Diagnosis | Service Delivery County | Service Delivery Closest Cross Streets |
|--------------|-------|-------|---|-----------------|---------------------|-----------|-------------------------|--|
| 8343 PUR | 1 | B4152 | HIT, FORMULA, CALORIE DENSE>/=1.5KCAL, 100 CAL=1 UN | | 06/20/2024 03:59 PM | E012 | VOLUSIA | |

[View Clinical Questions](#)

[Back](#)
[Accept](#)
[Decline](#)

Notifications

Is there a limit to the number of contacts I can set up for notification of referrals?

No, you can set up as many contacts as you would like. We recommend using a distribution list versus signing up specific people to make the contact list maintenance process easier.

With the CareCentrix Direct automated process, do you expect providers to receive notifications earlier than phone referrals?

Yes.

What information will be included in the notification?

The notification itself will not provide any detailed information, but it will have a link to another CareCentrix HomeBridge® provider portal page dedicated to CareCentrix Direct. Once you have logged into the CareCentrix HomeBridge provider portal, you will be able to see the specific services that the patient needs, patient location, start of care date, and time remaining to accept the referral.

Are there different modes of notification available?

Yes. There are three options available to you:

1. "All Notices" (**this is the recommended setting**) - you will be notified by email of any new referrals available;
2. "Daily Digest" – you will be notified once daily of all referrals available that day; or
3. "Online only" - you will not receive any notifications and would, therefore, need to monitor the portal for all new referrals.

***Please note, if either of these options is selected, you will need to continuously monitor the portal. Otherwise, referrals may be accepted by other providers.**



Frequently Asked Questions

CareCentrix Direct

August 2024

How will I be notified that my acceptance of the referral has been confirmed?

You will receive confirmation after you accept the referral. The Service Registration Form will be located on the portal for viewing, from that point forward, as they as they are no longer faxed to providers from CareCentrix Direct.

Can I accept the referral by clicking on the notification?

No, the email is only a notification; you will have to sign onto the portal to accept the referral. However, for your convenience, a link to the CareCentrix HomeBridge provider portal is provided in the notification email.