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## Who is CareCentrix?

CareCentrix coordinates home care services on behalf of the patient's health plan.

As part of our agreement with our network providers, Carecentrix pays the patient's home care provider directly. Patients do not pay participating home care providers for services covered by their health plan. CareCentrix works directly with patients to collect any patient financial responsibility (copayments, coinsurance and deductibles) as specified by their health plan:

- BCBS of Michigan
- Braven
- Horizon
- Fallon
- Florida Blue
- Mass General Brigham
- Sentara Health Plans
- Walmart Specialty Pharmacy

### What this means:

- Providers may not bill the patient for covered services including any cost-share.
- Providers may not bill the patient for non-covered services, unless, in advance of the provision of such services, the patient agrees in writing to accept the financial responsibility for such services.
- Patients should be directed to the CareCentrix Patient Services Team for questions on their bills or to receive an estimate of the patient financial responsibility. The Patient Services Team can be reached at the numbers below. **Providers should not quote patient financial responsibility.**
- **All Plans:**
  - 1 (800) 808-1902
- **Plan specific numbers:**
  - BCBS Michigan – 1 (833) 409-1288, Option 1
  - Braven – 1 (833) 448-9425
  - Mass General Brigham – 1 (866) 827-5861, Option 2
  - Sentara Health Plans HIT – 1 (833) 592-1091
  - Sentara Health Plans Sleep – 1 (833) 592-1092

## How can patients pay their copay, coinsurance or deductible?

Patients must pay CareCentrix for all copays, coinsurance or deductibles owed for covered home care services as determined by the patient's health plan.

There are several ways the patient can pay CareCentrix:

### A. Online

The most convenient way for the patient to pay their invoice is by registering at our online patient portal at <http://www.carecentrix.com/pay>. This portal enables patients to securely pay their bill from their checking account or debit/credit card (American Express, Discover, MasterCard or Visa). If a patient does not have a CareCentrix login, they can register at any time.

CareCentrix also offers Auto-Payment Capability (APC). With APC, patients provide a method of payment that is kept on file and used to pay their bills eliminating the need to send payment through the traditional methods (online, over the phone or through the mail). CareCentrix sends the invoice to the patient along with advance notice via email that their method of payment will be charged. After the payment has been processed, patients receive a payment receipt via email. The APC arrangement can be changed or terminated by the patient at any time.

### B. By Phone

Patients can pay by phone by calling us at 1 (888) 254-6351

The patient should have the following ready:

- A copy of their invoice
- Their credit card or checking account information
- Pen and paper to record the payment confirmation number

### C. By Interactive Voice Response (IVR)

Patients can call 1 (877) 989-9059 and follow the easy prompts to identify their invoice and enter payment details

#### **D. By Mail**

Patients can pay by mail by simply returning the remittance coupon attached to the bottom of their invoice with their payment. Patients should write their account number on the check. We discourage patients from sending cash.

Payments can be mailed to:

CareCentrix  
PO Box 277947  
Atlanta, GA 30384-7947

### **When is payment due to CareCentrix?**

Patients are expected to pay their applicable copayment, coinsurance or deductible within 30 days of receipt of an invoice from CareCentrix.

**Note:** Past due patient accounts may be referred to an outside collection agency for collection. In addition, CareCentrix may suspend arranging certain future service (e.g., PAP, PAP supplies) for patients with outstanding overdue balances. Patients with outstanding balances are encouraged to submit payment or contact our office to inquire about payment arrangements or other financial assistance options that may be available to them.

### **How do patients get help if they have billing questions or need an estimate of the patient responsibility amount?**

Patients who have billing questions or need an estimate of the patient financial responsibility amount can call the Patient Services Team at the numbers listed below, Monday – Friday 8:00am to 6pm EST.

- **All Plans:**
  - 1 (800) 808-1902
- **Plan specific numbers:**
  - BCBS Michigan – 1 (833) 409-1288, Option 1
  - Braven – 1 (833) 448-9425
  - Mass General Brigham – 1 (866) 827-5861, Option 2

- Sentara Health Plans HIT – 1 (833) 592-1091
- Sentara Health Plans Sleep – 1 (833) 592-1092

## Who does the patient call with non-billing related questions?

For medical programs, the patient should call their local doctor, nurse or health care provider. CareCentrix cannot answer medical questions. **For a medical emergency, call 911.**

For questions about home care benefits, patients should contact their health insurance plan by calling the number on the back of their insurance card.

For other frequently asked questions, visit us at <https://www.carecentrix.com/patients>.

## What if the patient has government program secondary insurance?

If the patient has government program (Medicare, Medicaid, Tricare) secondary coverage, the patient must contact CareCentrix to ensure we have their current correct secondary coverage information on file as they may not be responsible for paying cost share amounts. Patients should call Customer Service at the numbers listed below, Monday – Friday 8:00am to 6:00pm EST.

- **All Plans:**
  - 1 (800) 808-1902
- **Plan specific numbers:**
  - BCBS Michigan – 1 (833) 409-1288, Option 1
  - Braven – 1 (833) 448-9425
  - Mass General Brigham – 1 (866) 827-5861, Option 2
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  - Sentara Health Plans Sleep – 1 (833) 592-1092

## Are there any available copay assistance programs?

Patients may be eligible to receive assistance with their copayments for infused drug therapies administered in the home through manufacturer-sponsored copay assistance programs. These programs may assist with the copayments, coinsurance and deductibles for pharmaceutical treatments that the patient has received or are currently receiving.

The CareCentrix Patient Advocacy Team assists eligible patients with identifying and applying for

select infusion drug therapy copayment programs. Our Advocacy Specialists are available to answer any questions about these programs, eligibility for these programs and to personally guide the patient through the application process.

If patient is already enrolled, please provide insurance number ID#, copay card ID# and copay card group#.

Patients may contact us at:

- **Patient Advocacy Team:** 1 (844) 457-9970, Monday – Friday 8:00am to 6:00pm EST (24-48 hour return call, patients may leave voicemail on secure line).
- **Email:** [PatientAdvocacyTeam@carecentrix.com](mailto:PatientAdvocacyTeam@carecentrix.com)
- Or numbers listed below, Monday through Friday by Health Plan.
  - **All Plans:**
    - 1 (800) 808-1902
  - **Plan specific numbers:**
    - BCBS Michigan – 1 (833) 409-1288, Option 1
    - Braven – 1 (833) 448-9425
    - Mass General Brigham – 1 (866) 827-5861, Option 2
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