

Contents

Who is CareCentrix?	2
How can patients pay their copay, coinsurance or deductible?.....	3
When is payment due to CareCentrix?	4
How do patients get help if they have billing questions?	4
How do patients get an estimate of their out-of-pocket expenses?.....	4
Who does the patient call for non-billing related questions?.....	5
What if the patient has government program secondary insurance?	5
How do I determine how much to bill a patient if I am responsible for collecting the patient cost share? .	5
Are there any available copay assistance programs?.....	5

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. In most scenarios, CareCentrix pays the provider their full contract rate for Covered Services, and CareCentrix works directly with patients to collect the patient cost share (copayments, coinsurance and deductibles) as specified by their health plan. The one exception is Wellcare where CareCentrix pays providers at their contract rate minus the patient cost share for Covered Services, and providers are responsible for collecting the patient cost share from the patient. Please refer to the grid below which outlines the responsible part for collecting the patient cost share for each health plan:

Payor	Provider	CareCentrix
Blue Cross® Blue Shield® of Michigan		✓
Horizon® Braven Health SM		✓
Fallon Health®		✓
Florida Blue®		✓
Mass General Brigham® Health Plan		✓
Sentara® Health Plans		✓
Walmart® Specialty Pharmacy		✓
Wellcare®	✓	

What this means:

- Providers may not bill the patient for Covered Services, including any patient cost share, unless the patient is covered by Wellcare.
 - For patients covered by Wellcare, providers bill the patient for the patient cost share amount indicated as Patient Responsibility on the provider's EOP/ERA.
- 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 of such services.
- CareCentrix should be notified immediately of any purchased equipment that is unused or returned by the member before the end of the service date span specified on the SRF. Provider should submit notification using the CCX Equipment Return Form, located on the HomeBridge® provider portal under "Resources and Forms." For any unused or returned rental equipment, the provider should not bill for any remaining rental months once the item is received.
- When delivering equipment or supplies to a patient, please inform them whether the items are rented or purchased. Additionally, let them know that they may receive an invoice from CareCentrix for any Patient Responsibility.
- Patients should be directed to the CareCentrix Patient Services Team for questions on their CareCentrix bills. The Patient Services Team can be reached at the number below.
- **General phone number:**
 - 1 (800) 808-1902

- **Plan specific numbers:**

- Blue Cross® Blue Shield® of Michigan – 1 (833) 409-1288
- Braven HealthSM – 1 (833) 448-9425
- Fallon Health® - 1 (866) 827-2469, Option 2
- Mass General Brigham® Health Plans – 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?

When patients pay CareCentrix for 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 vendor's online patient portal at personapay.com/carecentrix/login. This portal enables patients to securely pay their bill from their checking account or debit/credit card (American Express, Discover, MasterCard or Visa). Patients can register with this online patient portal at any time.

CareCentrix also offers AutoPay capability. With AutoPay, 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). Patients are provided with advance notice via email that their method of payment will be charged, and, after the payment has been processed, patients receive a payment receipt via email. The AutoPay 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 (877) 989-5918.

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. Patient 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 services (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?

Patients who have billing questions can call the Patient Services Team at the numbers listed below, Monday – Friday 8:00am – 6:00pm EST.

- **General phone number:**
 - 1 (800) 808-1902
- **Plan specific numbers:**
 - Blue Cross® Blue Shield® of Michigan – 1 (833) 409-1288
 - Braven HealthSM – 1 (833) 448-9425
 - Fallon Health® - 1 (866) 827-2469, Option 2
 - Mass General Brigham® Health Plans – 1 (866) 827-5861, Option 2
 - Sentara® Health Plans HIT – 1 (833) 592-1091
 - Sentara® Health Plans Sleep – 1 (833) 592-1092

How do patients get an estimate of their out-of-pocket expenses?

If a patient needs an estimate of their out-of-pocket (OOP) costs, except as noted below, please direct the patient to their health plan's cost estimator tools on the health plan's website or mobile app.

Below are instructions on where to direct patients to obtain an OOP estimate for each plan and line of business.

Health Plan	Commercial	Medicare
Blue Cross® Blue Shield® of Michigan	BCBSM cost estimator tool.	BCBSM cost estimator tool.
Fallon Health®	Fallon Health cost estimator tool and click: My Resources -> Sapphire365.	Direct the patient to CareCentrix at 1 (866) 827-2469, Option 2
Florida Blue®	Florida Blue cost estimator tool and click: Find and Get Care -> Compare Medical Costs.	Florida Blue cost estimator tool and click: Find and Get Care -> Compare Medical Costs.
Horizon®	Horizon cost estimator tool.	Horizon cost estimator tool.
Braven Health SM	Braven Health cost estimator tool.	Braven Health cost estimator tool.

Mass General Brigham® Health Plan	MGBHP cost estimator tool and click: Billing Menu to create a self-service estimate.	Direct the patient to CareCentrix at 1 (866) 827-5861, Option 2
Sentara® Health Plans	Sentara Health Plans cost estimator tool.	Direct the patient to CareCentrix at 1 (833) 592-1091 for HIT 1 (833) 592-1092 for Sleep
Please note: For services reimbursed based on an MSRP rate, regardless of plan or line of business, direct the patient to CareCentrix instead of the health plan's cost estimator tools.		

If the patient is unwilling to obtain their out-of-pocket estimate using the methods above and provider must supply the patient with an estimate, providers can contact CareCentrix to obtain the estimate using the numbers listed above.

Who does the patient call for 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 a government program secondary insurance?

If the patient has Medicare Part A/B or Medicaid 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 the Patient Services Team at the numbers listed below, Monday – Friday 8:00 am to 6:00 pm EST.

- **General phone number:**
 - 1 (800) 808-1902
- **Plan specific numbers:**
 - Blue Cross® Blue Shield® of Michigan – 1 (833) 409-1288
 - Braven HealthSM – 1 (833) 448-9425
 - Fallon Health® - 1 (866) 827-2469, Option 2
 - Mass General Brigham® Health Plans – 1 (866) 827-5861, Option 2
 - Sentara® Health Plans HIT – 1 (833) 592-1091
 - Sentara® Health Plans Sleep – 1 (833) 592-1092

How do I determine how much to bill a patient if I am responsible for collecting the patient cost share?

When you receive your EOP/ERA, review it for any Patient Responsibility (PR) amounts and bill the patient for that amount.

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
- Or number listed below, Monday through Friday by Health Plan.
 - **General phone number:**
 - 1 (800) 808-1902
 - **Plan specific numbers:**
 - Blue Cross® Blue Shield® of Michigan – 1 (833) 409-1288
 - Braven HealthSM – 1 (833) 448-9425
 - Fallon Health® - 1 (866) 827-2469, Option 2
 - Mass General Brigham® Health Plans – 1 (866) 827-5861, Option 2
 - Sentara® Health Plans HIT – 1 (833) 592-1091
 - Sentara® Health Plans Sleep – 1 (833) 592-1092