



## Compliance Reminder BayCare Health System County Coverage

### **Purpose of this communication:**

- To remind CareCentrix providers of their obligation to comply with the existing BayCare Health System carve-out process for certain Cigna members.

### **What do I need to know?**

- Cigna members located in Hillsborough, Pasco and Pinellas counties in Florida must be serviced by BayCare Health System.
- Authorization requests submitted to CareCentrix for Cigna members that are included in this carve-out will be promptly transitioned to BayCare Health System. Providers should NOT contact CareCentrix for authorization and/or care coordination.

BayCare Health System can be contacted by the following:

- Phone: 1-800-BayCare (229-2273)
- Fax: 1-800-676-3127
- The following Cigna members are exempt from the carve-out process and providers MUST contact CareCentrix for authorization and/or care coordination:
  - CareCentrix employees
  - Members receiving a Home Sleep Test (HST)
- **Failure to follow this process will require CareCentrix to transition the patient on service to BayCare, and submitted claims may be denied.**

### **What do I need to do?**

- Providers are strongly encouraged to incorporate measures to identify carve-out members upon initial receipt of a service referral, and promptly transition to BayCare.
- Providers need to coordinate Durable Medical Equipment (DME), Home Infusion Therapy (HIT), and Home Health services with BayCare Health System for any BayCare Health System employees, and Cigna members located in the BayCare service area of Hillsborough, Pasco, Pinellas counties.
- Providers need to coordinate Home Sleep Test (HST) services with CareCentrix for any Cigna members with the exception of the BayCare Health System employees, spouses and dependents that reside in the Hillsborough, Pasco and Pinellas counties. HST services for BayCare Health System dependents eligible for the Out of Area (OOA) benefit plan and live outside the BayCare service area should come through CareCentrix for HST services.

**Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned network management representative for assistance.**