

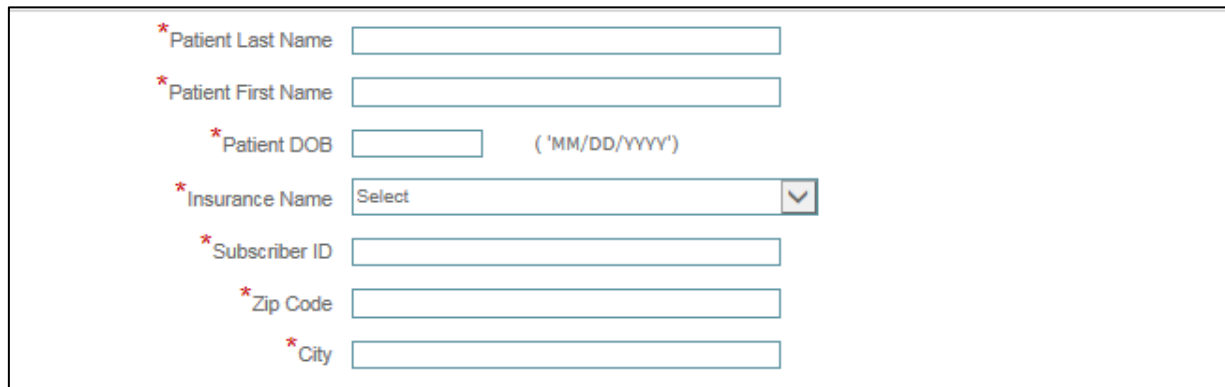
## Changes to Florida Blue Patient Intake and Authorization Numbers

### Purpose of this communication:

- To provide information regarding a change to the intake and authorization numbers for certain patients covered under Florida Blue plans.

### What do I need to know?

- This change only affects patients covered under the Blue Options Metals plan. The intake and authorization numbers associated with these patients is changing. All other information associated with the old intake(s) and authorization(s) will remain the same.
- The new intake and authorization numbers can be found on the Provider Portal: HomeBridge<sup>SM</sup> (<https://www.carecentrixportal.com>) by searching for the “Authorization Status”.
  - Once you are on the “Find an Auth Status” screen, you may search for the patient using their first name, last name, date of birth (DOB), insurance name, subscriber ID, zip code, and city. This information from the prior intake and authorization remains the same. The new intake and authorization number for the identified patient will be provided on the following screen.



The screenshot shows a search form with the following fields:

- \* Patient Last Name
- \* Patient First Name
- \* Patient DOB  ('MM/DD/YYYY')
- \* Insurance Name  (dropdown menu)
- \* Subscriber ID
- \* Zip Code
- \* City

### What do I need to do?

- Prior to requesting reauthorization for patients covered under a Florida Blue plan, please verify the patient’s correct intake and authorization number using the above search function.
- The new intake and authorization number will be required when requesting reauthorization.
- If you would like a list of your patients affected by this change, please contact your dedicated Network Management representative.

**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.**