



## Provider Newsflash

January 2016

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### CareCentrix to Manage BeHealthy and Florida Health Care Plan Medicare Advantage Members for Florida Blue

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

- To remind providers that CareCentrix has entered into an agreement with Florida Blue, effective January 1, 2016, to serve Medicare Advantage Preferred HMO members of its affiliates, BeHealthy Florida d/b/a Florida Blue Preferred HMO (BeHealthy) and Florida Health Care Plan (FHCP).
  - The service area for BeHealthy is Clay, Duval, Manatee, and Sarasota Counties.
  - The service area for FHCP is Pinellas County.
- CareCentrix will manage traditional home health, home infusion therapy, durable medical equipment, orthotics and prosthetics, and supplies for these Medicare Advantage members.

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

- New referrals for BeHealthy and FHCP Medicare Advantage members for services on or after January 1, 2016 can be submitted through our Provider Portal or by calling CareCentrix at 877-561-9910.
- Florida Blue is working with Alignment Healthcare, a third party administrator, in connection with these members. Providers should use Alignment for eligibility and benefits verification (registration process outlined in the next section).
  - If the subscriber ID alpha prefix is XJO or XJC, verify eligibility through Alignment. At the link below.
  - If the subscriber ID alpha prefix is NOT XJO or XJC and Availity shows that a Medicare Advantage member has termed coverage, please reconfirm that you have the most current alpha prefix. The FL Blue Medicare Advantage member may have moved to the BeHealthy product managed through Alignment.
  - Reminder: If you have accepted a case for a specified start of care and there are any issues impacting your ability to meet that start of care, contact our Intake team immediately for assistance.
- Register your agency with Alignment at <https://providers.ahcusa.com/ahc/default.asp?c=3> so that you can verify eligibility and benefits for these members.

**Thank you in advance for your cooperation and continued partnership.**

**If you have any questions, please reach out to your Provider Management representative for assistance.**