



## Enhancement: Provider Portal Authorization Status Lookup

November 2011

Dear Providers,

### **Purpose of this communication**

Effective March 1, 2012, CareCentrix will no longer accept authorization requests from providers via fax.

### **Why are we doing this?**

To improve the accuracy, speed, and efficiency of getting authorization requests to our providers.

### **When will this happen?**

CareCentrix will stop accepting provider requests via fax on March 1, 2012. Any faxes received on or after this date will be returned to the provider and not processed.

Faxes received between now and March 1 will be processed according to the standard process, however, we encourage providers to start using the provider portal now.

Providers may also call in their authorization requests. The numbers for the CareCentrix referral lines are listed in the attached Quick Reference Tool.

### **Is there anything I need to do?**

CareCentrix has recently released an all new web portal which allows our providers to easily submit authorization requests online, 24 hours a day, 7 days a week. For many services, providers will receive their authorization in minutes!

CareCentrix is encouraging providers who currently fax their authorization requests to take advantage of the benefits of the new portal. The portal can be accessed at [www.carecentrixportal.com](http://www.carecentrixportal.com).

Not yet signed up on the portal? You may request access by sending an e-mail to: [portalinfo@carecentrix.com](mailto:portalinfo@carecentrix.com) Please include your agency's name and provider ID.

**Thank you in advance for your cooperation as we continue working to make your experience with us as easy as possible!**