



Provider Newsflash

March 2016

BayCare Health System Carve Out Update For Cigna Members

Purpose of this communication

- To inform the CareCentrix provider network of a recent county coverage update to the existing BayCare Health System carve out process for Cigna members effective April 1, 2016. As a reminder, CareCentrix is the national ancillary provider for Cigna and coordinates home health, durable medical equipment and home infusion services for Cigna members.

What do I need to know?

- Effective April 1, 2016 a new county, Polk, has been added to the carve out process for Cigna members
- Cignamembers requiring home health services in Polk County on or after April 1, 2016, should be coordinated through BayCare HomeCare for Cigna only
- Existing Cigna members in Polk county already on service prior to April 1, 2016 should continue to come through CareCentrix for reauthorizations and claim processing.
- As a reminder, all counties that are impacted by the Cigna BayCare Health System carve out are:
 - Hillsborough
 - Pasco
 - Pinellas
 - Polk
- Cigna members, not currently on service through CareCentrix, in the above listed counties must be coordinated through BayCare HomeCare and providers should **NOT** contact CareCentrix for authorization and/or care coordination. BayCare HomeCare can be contacted at the following:
 - Phone: 1-800-673-4534
 - 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)

What do I need to do?

- Providers should coordinate patient care with BayCare HomeCare for Cigna members located in Hillsborough, Pasco, Pinellas and Polk counties

Is there anything else I need to know?

- If you have any questions, please contact your assigned Provider Management representative for further assistance. For a complete listing of Provider Management contacts, please reference the CareCentrix Provider Manual.

Thank you in advance for your cooperation and continued partnership.