



Provider NewsFlash

April 2014

CareCentrix Direct Is Here!

Purpose of this communication

- We are excited to remind you that **CareCentrix Direct** will be available for all of our health plan customers' members on April 28, 2014. **CareCentrix Direct** is an enhancement that allows enrolled providers to receive automated, electronic notifications of new referrals. With **CareCentrix Direct**, enrolled providers can receive referral notifications sooner and quickly and easily accept those referrals, all entirely online through the CareCentrix Provider Portal.

Is there anything I need to do?

- If you have already enrolled in **CareCentrix Direct**, thank you! Prior to April 28, 2014, please review your default and location-specific contact setup and make any updates. For your convenience, you can update your contacts, both email and text, using our portal's **CareCentrix Direct** administration page, as often as you wish to meet your organization's communication needs.
- If you have not enrolled in **CareCentrix Direct**, please go the Education Center section of the CareCentrix Provider Portal home page at www.carecentrixportal.com, and click on **CareCentrix Direct**. There, you can learn more about **CareCentrix Direct** through self-guided learning tools including an expanded training video, a companion training guide, and a Frequently Asked Questions reference document. After reviewing the training material, each Portal Administrator should activate **CareCentrix Direct** for their locations and staff. To activate and setup this feature, click on "User Admin" from the main menu of the portal home page. Then, click on the "CareCentrix Direct Contacts" tab, and finally click the "Enable" button to activate **CareCentrix Direct** and provide default and location-specific contact information for the electronic notifications.
- It is critical to enroll in **CareCentrix Direct** now so you can receive automatic referral notifications as soon as they are available.

Thank you, and, if you have any questions, please contact your Network Coordinator.