



Provider Newsflash May 2015

Update: Revised BlueCard Process

Purpose of this communication:

- To announce that the revised BlueCard process will be implemented on May 10, 2015. Beginning on that date, CareCentrix network providers must obtain required authorizations directly from the BlueCard member's home plan. A CareCentrix authorization is no longer required.

What do I need to do?

- Contact the BlueCard member's home plan directly to confirm eligibility and benefits. Beginning May 10, 2015, providers will be responsible for determining if authorization from the home plan is required. If authorization is required, providers must obtain the authorization from the home plan instead of through CareCentrix. The patient's home plan contact information is listed on the patient's identification card.
- Continue to submit BlueCard patient claims to CareCentrix. Please remember that your claim may be denied if the appropriate precertification has not been obtained from the home plan when applicable.
- Complete the CareCentrix BlueCard eLearning training module posted on the CareCentrix Provider Portal no later than Friday, May 8th.

Is there anything else I need to know?

- Check the CareCentrix Provider Portal frequently, under the Provider Education and BlueCard sections, for additional information including FAQs and BlueCard Precertification guides.

Thank you in advance for your cooperation and continued partnership.

If you have any questions, please reach out to your assigned provider operations coordinator for assistance.