



HomeBridgeSM Enhancement “Chat With Us”

Purpose of this communication:

You spoke – we listened! CareCentrix is excited to announce upgrades and enhancements to our Provider Portal: HomeBridgeSM. **“Chat With Us”** tool!

“Chat With Us” allows convenient, secure and real-time interactions via online instant messaging (IM) for existing authorizations and general inquiries.

What do I need to know?

- After logging in to carecentrixportal.com, portal users can begin the online chat process by selecting the **“Chat With Us”** link in the upper right hand corner of your screen.
- Now you can drag and drop the chat box on your screen, minimize and maximize, expand and resize. We’ve also updated the look and color of the chat box.



- Only one chat session can be used at a time.
- **“Chat With Us”** is available during normal business hours, Monday-Friday from 8:00 AM to 6:00 PM EST.
- If a chat remains idle for 10 minutes or longer, the chat will become inactive and a new chat will need to be opened.
- The chat functionality is not currently available for claims inquiries or to process new intakes. If you have a claims-related inquiry or require claims assistance, please contact the claims support team at 877-725-6525.
- Please continue to use the self-service functionality available on carecentrixportal.com to create new intakes, submit authorization requests and check on authorization status. If the self-service functionality does not provide the information needed, please use the Chat With Us.

What else do I need to know?

- If you wish to chat about an authorization inquiry, please make sure to have the Patient’s CareCentrix Intake ID and Last Name. If the Intake ID and Last Name do not match what is on file with CareCentrix, you will receive an error message and will not be able to initiate the chat function.

Thank you in advance for your cooperation and continued partnership. If you have any questions, please reach out to your assigned Network Management representative for assistance.