

**Alert: Hurricane Irma**

**Purpose of this communication:**

To alert contracted providers in Florida of CareCentrix's operations in light of Executive Order 17-235 issued by Governor Scott, which declares a State of Emergency in all counties within the state of Florida, in preparation for Hurricane Irma.

**What do I need to know?**

- CareCentrix does not expect disruption in our operations. We expect to operate with normal business hours and operations.
- All authorizations and payments will continue to be processed in accordance with plan guidelines, including all eligibility and benefit requirements.

**What do I need to do?**

- If there are any issues with providing timely care to patients, please notify CareCentrix immediately.
- Providers should follow their own disaster plans to ensure patients have appropriate access to medically necessary care.
- If you have been impacted by the hurricane and are unable to request prior authorization, CareCentrix will allow a retro-authorization period for services requested in accordance with plan guidelines, including all eligibility and benefit requirements, as required under Governor Scott's order.
- For assistance with any such retro-authorization requests that are more than 21 days after the date of service, please contact CareCentrix via phone at (800) 808-1902.

**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.**