

---

**Update: BlueCard Process**

---

**Purpose of this communication**

- To inform Providers that CareCentrix is delaying the implementation of its revised BlueCard process until further notice.

**What do I need to do?**

- Providers should continue to submit authorization requests for BlueCard patients to CareCentrix and should not outreach directly to the patient's home plan for authorizations. CareCentrix will determine if authorization from the home plan is required and, if authorization is required, CareCentrix will request the authorization from the home plan.
- Providers should continue to submit BlueCard patient claims to CareCentrix. Please remember that your claim may be denied if the required authorization has not been obtained from CareCentrix.

**Is there anything else I need to know?**

- Check the CareCentrix Provider Portal frequently, under the Provider Education and Newsflash sections, for additional information.

**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.**