



Warning Code Tool & Overlap Error

Purpose of this communication:

- To remind providers of the importance of resolving all error messages, specifically "Overlap Errors," prior to submitting authorization requests on the Provider Portal: HomeBridge<sup>SM</sup>. Failure to comply with this best practice may result in a denial or rejection.

What do I need to know?

- Error messages give the provider an opportunity to correct the discrepancy prior to submitting the request, facilitating faster processing of requests. Ignoring error messages may cause issues when processing requests.
- CareCentrix provides a Warning Code Tool that explains all error messages providers may encounter when submitting a request, as well as tips on how to resolve an identified error.

Example – Overlap Error

- An Overlap Error will display when there appears to be a duplicate authorization containing a requested service and/or service dates that overlap with a previously authorized service.
- The provider should reference the Warning Code Tool and determine the best solution for resolving the error (as shown below).

If	Then
You want to make a change to this request.	Edit the service details to change the dates.
You want to make a change to your previous request.	Go back to Edit an Authorization and then resubmit this request.
You want to remove the service.	Click the X button next to the service.
You want to cancel the entire request.	Click 'Cancel the Entire Request'
	<b>NOTE: Cancelling the entire request will result in a cancellation of the entire portal interaction.</b>
You want to proceed with the request with no changes.	Click 'Confirm Request' and continue to Step 2 to submit your request.

- If a provider ignores the Overlap Error, claims may be denied and/or authorizations may not successfully transmit to a CareCentrix client.

What do I need to do?

- Providers should reference the Warning Code Tool to understand how to resolve error messages, including an Overlap Error. The Warning Code Tool is located on Provider Portal: HomeBridge at: [www.carecentrixportal.com](http://www.carecentrixportal.com) > Education Center > Warning Code Tool.

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.