

## Reminders About CareCentrix Authorization Inquiries

To ensure efficiency of the review process, we are sharing important reminders about authorizations requests and inquiries related to CareCentrix.

- For Durable Medical Equipment (DME) and Home Health/Home Infusion for members with a Florida Blue commercial, Truli for Health, or Medicare Advantage plan, continue to contact CareCentrix directly to create an authorization or inquire about status.
- For these authorizations, access CareCentrix's Utilization Review through their web portal at [carecentrixportal.com](https://carecentrixportal.com). Alternatively, you may call 1-877-561-9910, Monday – Friday 8 a.m. – 8 p.m. ET and Saturday 9 a.m. – 6 p.m. ET, or fax 1-877-627-6688.
- All status inquiries for DME and Home Health/Home Infusion authorizations must be made to CareCentrix. The Florida Blue Utilization Management call center cannot provide status information about these requests.

### Additional Reminders

- As a reminder, in-state Medicare providers must now submit requests and status inquiries for the [post acute care program](#) using the Authorization/Referral tool in [Availity Essentials™](#).
- Please refer to the [Authorization Process Change for Sleep Study Program](#) bulletin regarding the Sleep Management change.