

CareCentrix manages prior authorizations for home health care services for Medicare Plus Blue and BCN Advantage members for dates of service on or after June 1, 2021.

Submit prior authorization requests for home health care services to CareCentrix using one of the following methods:

Submission method	Details
CareCentrix HomeBridge® portal	<p>There are two ways to access the HomeBridge portal:</p> <ol style="list-style-type: none"> <li>1. <a href="#">Through Blue Cross and BCN's provider portal (availability.com*)</a> Note: If you haven't registered for Availability®, see the <a href="#">Register for web tools</a> page on <b>bcbsm.com</b>.</li> <li>2. <a href="#">Through direct access via the CareCentrix website</a></li> </ol> <p>For information about working in the CareCentrix HomeBridge portal, see the <a href="#">CareCentrix HomeBridge Portal Auth Request Guide</a>.*</p>
By fax	Fax to 1-877-245-4891
By phone	Call 1-833-409-1280

For information about the clinical documentation you need to submit with the prior authorization request, see the document titled [Home health care: Clinical documentation requirements](#).

## Access the HomeBridge portal through Blue Cross and BCN's provider portal (availability.com)

The steps required to access the HomeBridge portal vary depending on whether you're a:

- [Michigan provider](#)
- [Non-Michigan provider who is registered with Availability](#)
- [Non-Michigan provider who isn't registered with Availability](#)

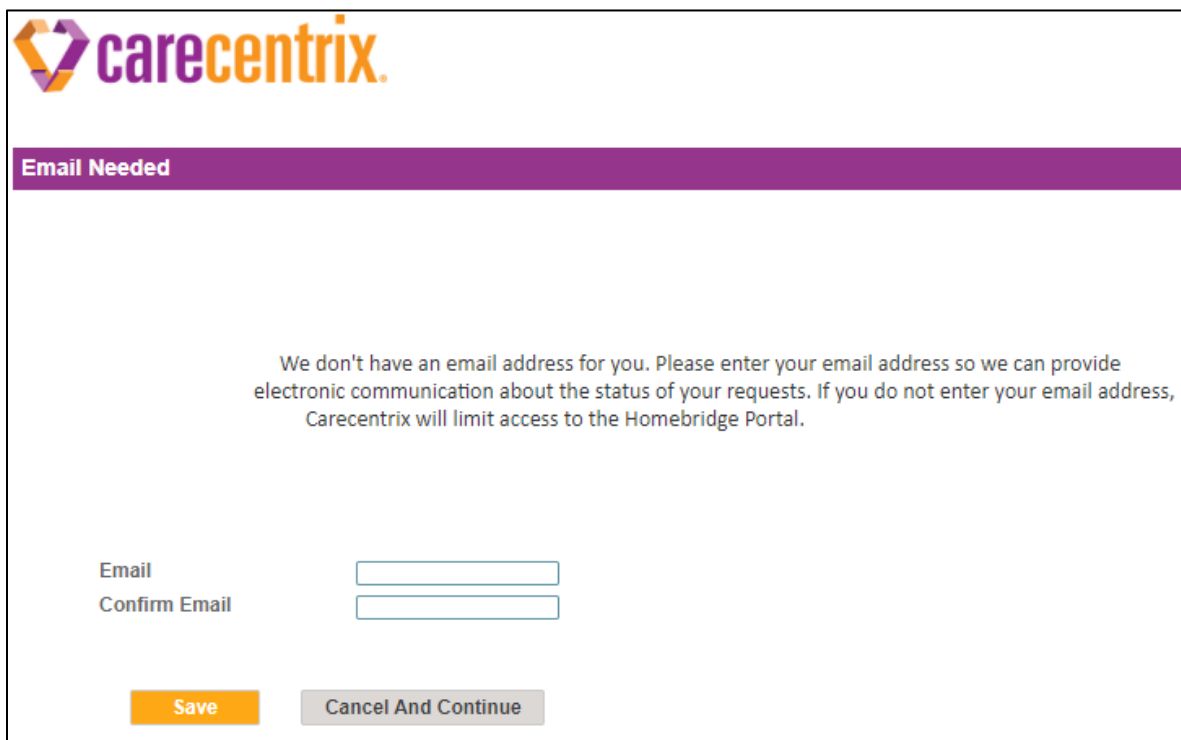
Note: If you have trouble accessing the CareCentrix HomeBridge portal through Blue Cross and BCN's provider portal, Availability Essentials, contact Availability Client Services at 1-800-AVAILITY (282-4548).


### Michigan providers

Michigan providers can access the HomeBridge portal through Blue Cross and BCN's provider portal as follows:

1. Log in to our provider portal ([availability.com](#)\*).
2. Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.

3. Click the *CareCentrix Provider Portal* tile in the Applications tab.
4. Choose a provider from the Select a Provider drop-down list.
5. Choose a provider type from the Select a Provider Type drop-down list.
6. Click *Submit*.
7. Do one of the following:
  - a. If you don't have an email address on record with Blue Cross or BCN, you'll see the following screen. Enter and confirm your email address and click *Save*.
  - b. If you don't see this screen, proceed to the next step.





**Email Needed**

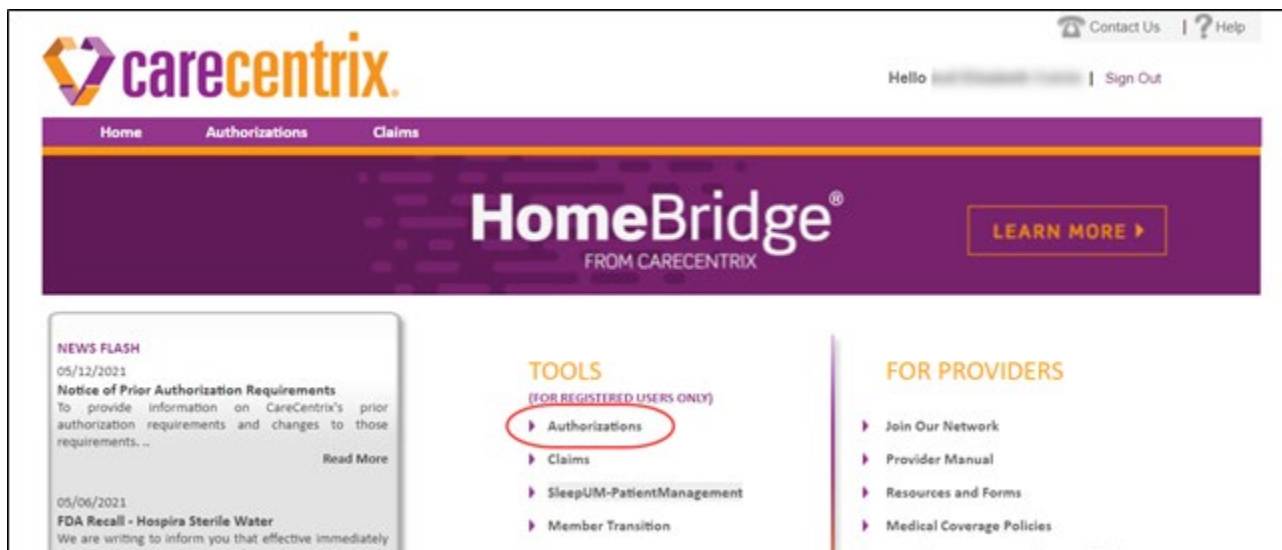
We don't have an email address for you. Please enter your email address so we can provide electronic communication about the status of your requests. If you do not enter your email address, Carecentrix will limit access to the Homebridge Portal.

Email

Confirm Email

**Save** **Cancel And Continue**

- Enter the prior authorization request in the HomeBridge portal.



Note: For information about viewing authorization data for multiple locations, see “Viewing authorization data for multiple locations — for Michigan and non-Michigan providers” on page 4.

### Non-Michigan providers who are registered with Availity

Non-Michigan providers who are registered with Availity can access the HomeBridge portal as follows:

- Log in to Availity.
- Enter the member’s contract number from their ID card. Be sure to include the alpha prefix.

Availity determines the member’s plan and takes you to the Pre-Service Review for Out-of-Area and Local Members screen.

- Click the *CareCentrix Provider Portal* link.
- If prompted, complete a one-time registration process with CareCentrix.

Notes:

- To determine whether prior authorization is required for a procedure code for a specific member, click the *Outpatient Authorization* link in the Pre-Service Review for Out-of-Area and Local Members screen and follow the prompts.
- For information about viewing authorization data for multiple locations, see “Viewing authorization data for multiple locations — for Michigan and non-Michigan providers” on page 4.

### Non-Michigan providers who aren't registered with Availity

Non-Michigan providers who aren't registered with Availity can access the HomeBridge portal as follows:

1. Log in to your local plan's website.
2. Select an ID card prefix for Michigan.

The Pre-Service Review for Out-of-Area and Local Members screen opens.

3. Click the *Outpatient Authorization* link.
4. If prompted, complete a one-time registration process with CareCentrix.

Note: For information about viewing authorization data for multiple locations, see "Viewing authorization data for multiple locations — for Michigan and non-Michigan providers" below.

### Viewing authorization data for multiple locations — for Michigan and non-Michigan providers

If you're a provider with multiple locations, you'll be able to enter only one provider location per prior authorization submission when you access the HomeBridge portal through Blue Cross and BCN's provider portal. Once you've accessed the CareCentrix HomeBridge portal for each NPI, you'll be able to view authorization data across all of your NPIs that are associated with the same TIN.

If you've accessed the HomeBridge portal for each NPI and you're unable to view authorization data for one or more locations, call CareCentrix at 1-833-409-1280.

### Access the HomeBridge portal through the CareCentrix website

If you haven't registered for Blue Cross and BCN's provider portal (availity.com\*), you can access the HomeBridge portal through the CareCentrix website.

Notes:

- Before you can access the HomeBridge portal through the CareCentrix website, you must register with CareCentrix. See the "Register for the HomeBridge portal" on page 5 to learn how to register.
- If you already have access to the CareCentrix HomeBridge portal and you are a contracted Blue Cross or BCN provider, CareCentrix will automatically update your portal access so you can submit requests for Medicare Plus Blue and BCN Advantage members. If you have questions regarding your access, contact CareCentrix portal support at [portalinfo@carecentrix.com](mailto:portalinfo@carecentrix.com).

Once you've registered with CareCentrix, follow these steps to access the HomeBridge portal through the CareCentrix website:

1. Go to [carecentrixportal.com/ProviderPortal](https://carecentrixportal.com/ProviderPortal).\*
2. Click the *LOG/IN* button at the top of the page.

3. Enter your username and password in the fields near the upper-right corner of the page.
4. Click *SIGN IN*.

## Register for the HomeBridge portal

To register for the HomeBridge portal:

1. Go to [carecentrixportal.com/ProviderPortal](https://carecentrixportal.com/ProviderPortal).\*
2. Click the *Register* button.
3. Select one of the following user types:
  - **Facility** — Select this role if you are an ordering facility, regardless of your affiliation with the CareCentrix provider network
  - **Ordering Physician** — Select this role if you are an ordering physician only, regardless of your affiliation with the CareCentrix provider network
  - **Other Non-Contracted CareCentrix Provider** — Select this role if you are a Blue Cross or BCN-contracted home health agency or an out-of-state provider and you aren't part of the CareCentrix provider network
4. Select **BCBSM** from the *Health Plan* field.
5. Complete all other required fields and submit the registration.

You'll receive an acknowledgement email from CareCentrix to confirm that they received your registration request. CareCentrix will notify you when you can access the portal and they'll provide a temporary password. You'll need to set up your permanent password and security questions before you can use the HomeBridge portal. In the meantime, you can submit prior authorization requests to CareCentrix by fax or by phone.

6. **If you're a home health agency with multiple locations:** Because you can select only one provider location during registration, contact CareCentrix at [portalinfo@carecentrix.com](mailto:portalinfo@carecentrix.com) to register additional locations. In the email message, include the name of the home health agency, the name of the individual who is requesting access, NPI(s), contact phone number and fax number.

\*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.

CareCentrix is an independent company that manages the authorization of home health care services for Blue Cross Blue Shield of Michigan and Blue Care Network members who have Medicare Advantage plans.