

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><a href="#">Through Blue Cross and BCN's provider portal (availity.com*)</a> Note: If you haven't registered for Availity®, see the <a href="#">Register for web tools</a> page on <b>bcbsm.com</b>.</li> <li><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 (availity.com)

The steps required to access the HomeBridge portal vary depending on whether you're a [Michigan provider](#) or a [non-Michigan provider](#).

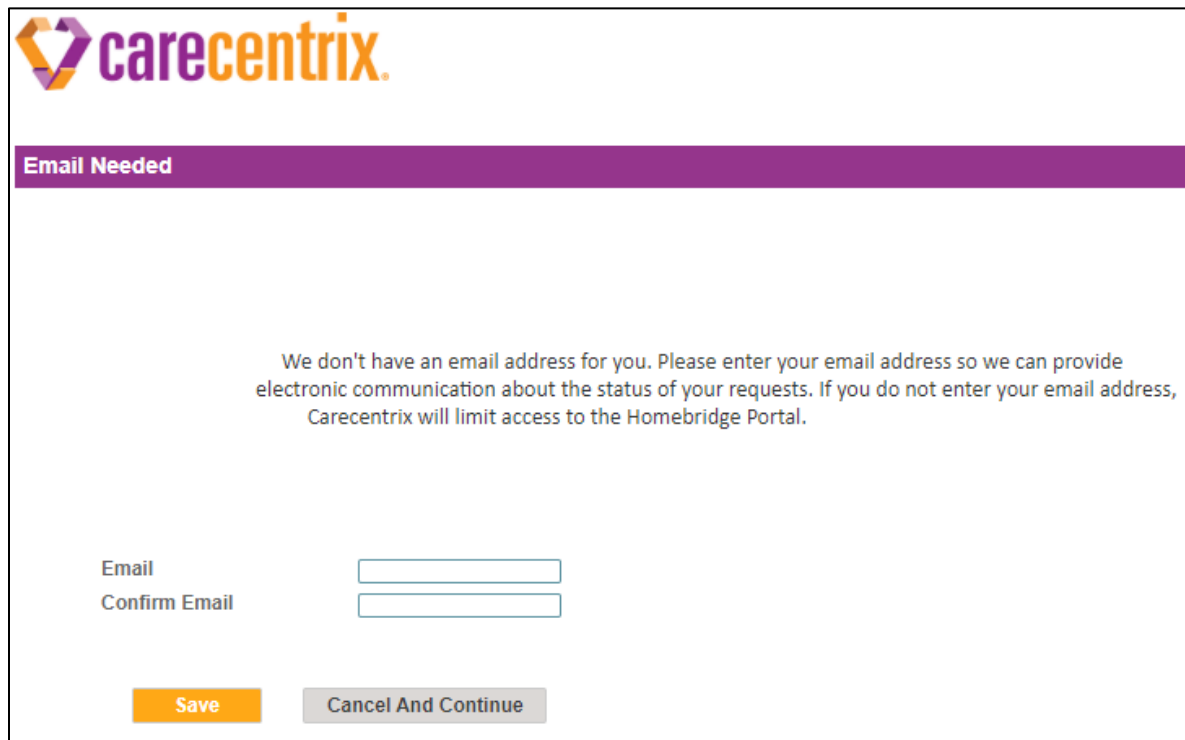
Note: If you have trouble accessing the CareCentrix HomeBridge portal through Blue Cross and BCN's provider portal, Availity Essentials, contact Availity Client Services at 1-800-AVAILITY (282-4548).

### Michigan providers

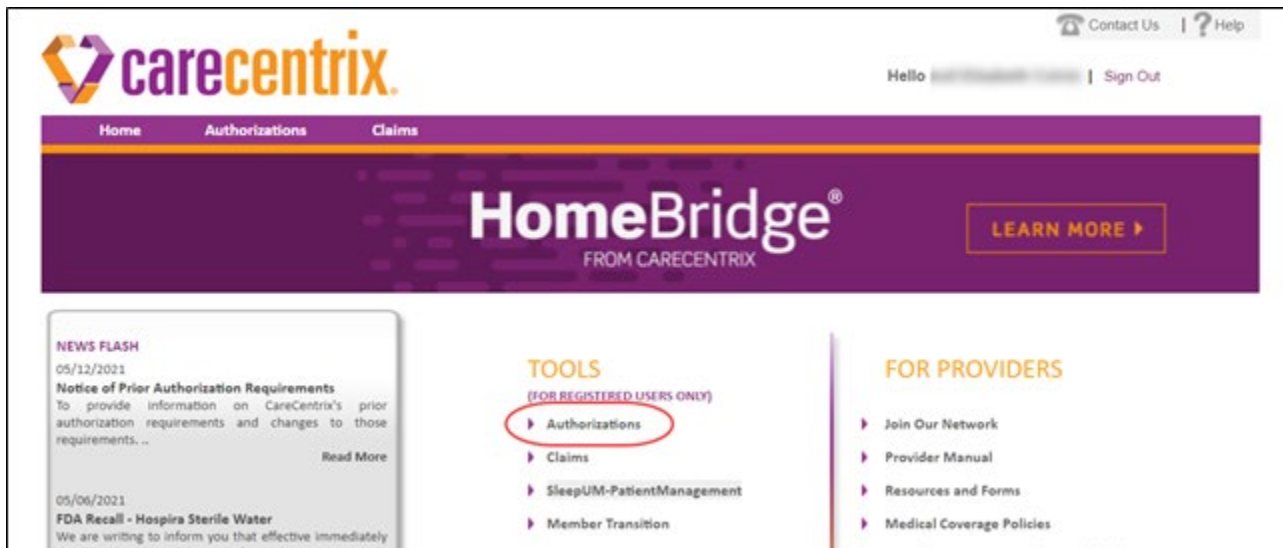
Michigan providers can access the HomeBridge portal through Blue Cross and BCN's provider portal as follows:

- Log in to our provider portal ([availity.com\\*](#)).
- Click *Payer Spaces* in the menu bar and then click the BCBSM and BCN logo.
- Click the *CareCentrix Provider Portal* tile in the Applications tab.
- Choose a provider from the Select a Provider drop-down list.
- 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.



8. 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 3.

### Non-Michigan providers

Non-Michigan providers can access the HomeBridge portal by logging in to their local plan's website and selecting an ID card prefix from Michigan. This will take them to the Pre-Service Review for Out-of-Area and Local Members screen, where they can do one of the following:

- **If they're registered with Availity:** Click the *CareCentrix* link. If prompted, complete a one-time registration process with CareCentrix.

Note: To determine whether prior authorization is required, click the *Outpatient Authorization* link and follow the prompts.

- **If they aren't registered with Availity:** Click the *Outpatient Authorization* link and follow the prompts. If prompted, complete a one-time registration process with CareCentrix.

### 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](http://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 4 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](http://carecentrixportal.com/ProviderPortal).\*

2. Click the *LOGIN* 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.