

COVID-19 Update Temporary Change to Oxygen Requests for COVID-19 Patients

We continue to support Florida hospitals and providers as they accelerate appropriate discharges to increase bed capacity during the current COVID-19 surge. We are waiving the prior authorization requirements for supplemental oxygen for patients being discharged with a COVID-19 diagnosis. This change only waives the authorization requirements for the first 30 days of supplemental oxygen. You are required to submit a re-authorization request following the standard process for additional oxygen the patient may need.

Below is the temporary process for Florida Blue Medicare and commercial lines of business. This process is in effect until further notice. This temporary change does not apply to the Federal Employee Program. **Update:** This temporary change also does not apply to members of other Blue Cross and/or Blue Shield plans who may access your services through the BlueCard® system.

Oxygen Request Process Change for COVID-19 Patients

CareCentrix manages prior authorization requests for durable medical equipment for Florida Blue, including supplemental oxygen. Continue to follow the normal business process for submitting a referral, which includes the three options below. Your prior authorization request for supplemental oxygen will be automatically approved.

1. Call CareCentrix at **844-359-5386** from 8 a.m. to 8 p.m. local time, including weekends. For all other hours and holidays, dial the above number and follow the appropriate prompts to leave a message. Messages left with the on-call service will be returned within one hour.
2. Fax the completed authorization request form to **877-240-0713**. This form is available on the CareCentrix HomeBridgeSM provider portal. The fax line is available during normal hours of operation.
3. Facilities using Allscripts/CarePort should follow [these detailed instructions](#) on how to set up CareCentrix in their system.

Additional information and resources are available on the CareCentrix HomeBridge portal at carecentrixportal.com.

