Provider Support Tools

Wellpoint℠

carelon℠
Behavioral Health

Agenda

1 Accessing Carelon Behavioral Health's Provider Portal

2 Credentialing with Carelon Behavioral Health's

3 Submitting a Claim to Wellpoint

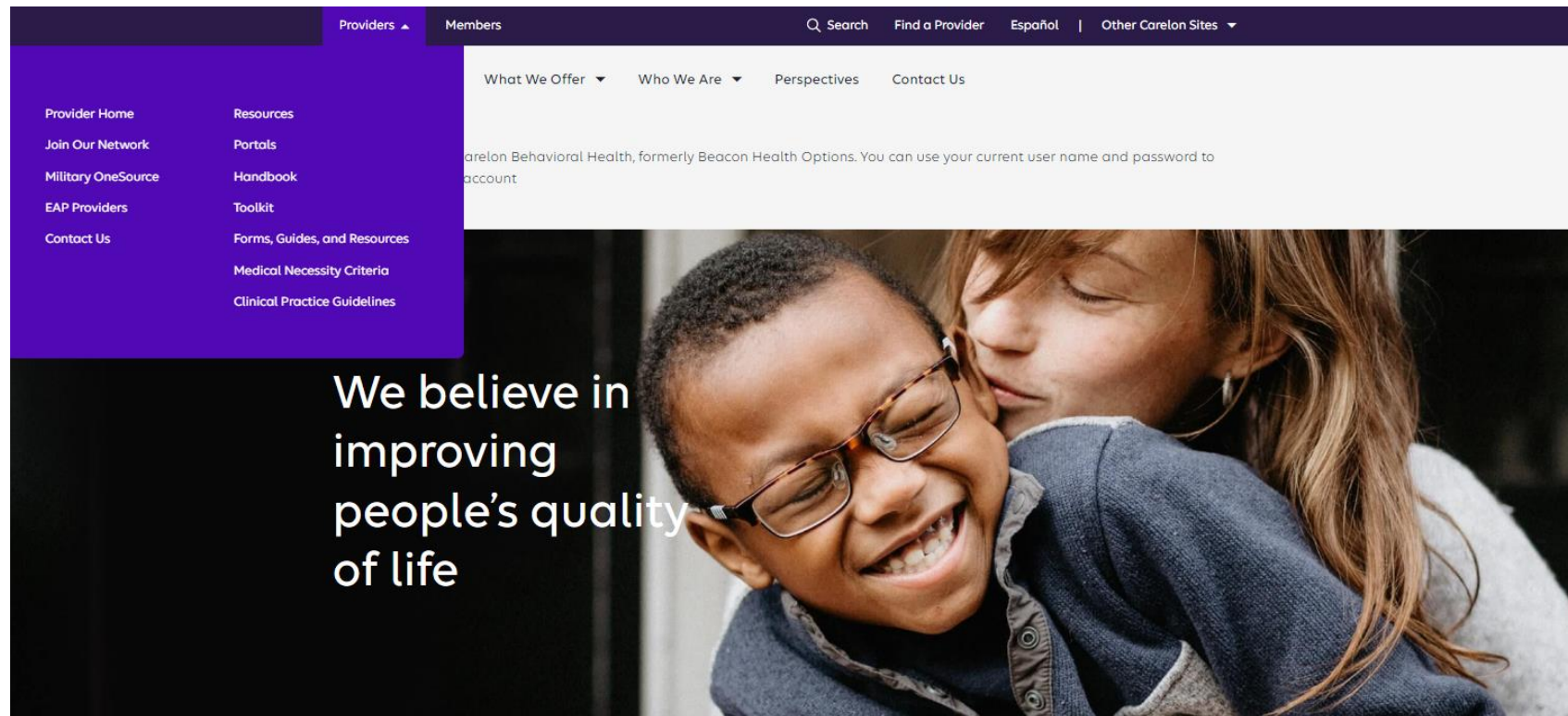**4** Wellpoint Claim Reimbursement

5 Additional Resources

Accessing Carelon Behavioral Health's Provider Portal

How to access Carelon Behavioral Health's Provider Portal

Go to (Carelonbehavioralhealth.com)
Click "Providers" in the top left corner

Click on "Portals" in the dropdown box

Carelon Behavioral Health's Provider Portal Login Screen

New User? Register Online

ProviderConnect

Authorization – Service Address Selection

- First, select the provider ID that will be used on the authorization.

- Then capture the provider record with the applicable servicing address.

- Finally, select 'Next' to continue onto the next step.

Details Needed for Authorization Requests

- Be sure to complete the 'Requested Services Header' with the level of service and type of care requested.

- Also, there is an option to include documentation with the authorization request.

- Finally, select 'Next' to continue onto the next step.

Credentialing with Carelon Behavioral Health

How to Credential as a Carelon Behavioral Health's Provider

Go to (Carelonbehavioralhealth.com) click "Providers" then "Join Our Network".

Select your Provider Type from the selection

Submitting a claim to Wellpoint

How to submit a claim to Wellpoint

Paper Claim Submission
Paper claims should be mailed to:
Wellpoint
PO Box 4095
Woburn, MA 01888

Electronic Claim Submission

Providers, billing services, and clearinghouses that wish to establish a direct connection can register to exchange EDI transactions and view ERAs at www.availity.com.

Availity will allow you to file claims and get quick online access to eligibility and claims status for your Wellpoint patients. You will also find benefits information and the status of the yearly deductible. If you do not already have an Availity account, you can register for one. General overview continues next slide.

Electronic Claim Submission with Availity

Electronic Claim Submission

Providers, billing services, and clearinghouses that wish to establish a direct connection can register to exchange EDI transactions at www.availity.com

Availity Multi-Payer Tools: Resources created by Availity

The tools listed below, located on the Availity Portal are available for multiple payers.

- Claims Status Inquiry
- Disputes / Appeals
- Eligibility and Benefits
- Medical Attachments

To access learning resources regarding these applications, providers should be directed to the Availity Learning Center (ALC) where they can register for live webinars and enroll for on-demand videos and courses.

*Instructions on how to access the ALC that you can share with providers are included in the **Getting Started on Availity** folder.*

Once You Select Register on Availity

- Someone from your organization needs to be designated as the Availity admin. That Primary admin can go to www.Availity.com and select REGISTER to complete the registration wizard. After registering, that primary admin can log in and set up users.

- New Administrators On Availity's Portal – Onboarding Training Program is under Help & Training within Availity.

- https://apps.availity.com/availity/Demos/Registration/index.htm

Registering for Availity: Your Availity Admin holds the key

For your organization to have the most positive experience on Availity, it is imperative that the primary admin can handle the responsibilities assigned to them.

Exploring the role of the Admin:

- Add new users
- Assign roles and permissions
- Designate a back-up administrator
- Modify existing user access
- Set up Provider express entry
- Add secondary Tax IDs
- Revoke user access

Step 1 – Registering to use Availity
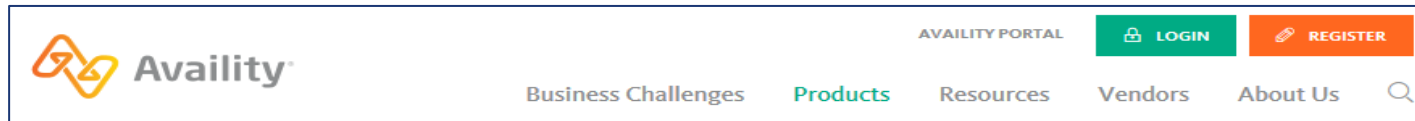
To register, select your organization type below

The Availity Portal offers secure online access to multiple health plans, and the ability to manage business transactions through a single, easy-to-use site. Registering for the Portal will also allow you to set up EDI Gateway, batch, and FTP services (or transactions). All you need is basic information about your business, including your federal tax ID.

Locate your organization type below, then click the arrow to get started

Step 2 – Input your information
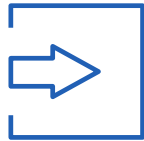
A   First Name

B   Last Name

C   E-mail Address

D   User ID and Password

U.S. State or Territory You Serve

Step 3 – Choose Three Security Questions

-- Choose a secret question to add greater security --

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Step 4 – Verify and submit your information

| A First Name | B Last Name |
| C E-mail Address | Submit |

Step 5 – Email and confirmation

Go to your inbox and confirm your email address within 24 hours

Confirm Email

Step 6 – Multi-factor Authentication

Log in to Availity Portal where you will receive a prompt to enroll in 2-step authentication.

Once you complete 2-step authentication, you will land on the Availity Portal home page where you'll receive a notification with instructions on registering your organization.

Eligibility and Benefits

- To check patient eligibility and benefits, select the Patient Registration link from the top menu bar.

- Select Eligibility and Benefits Inquiry from the drop-down menu.
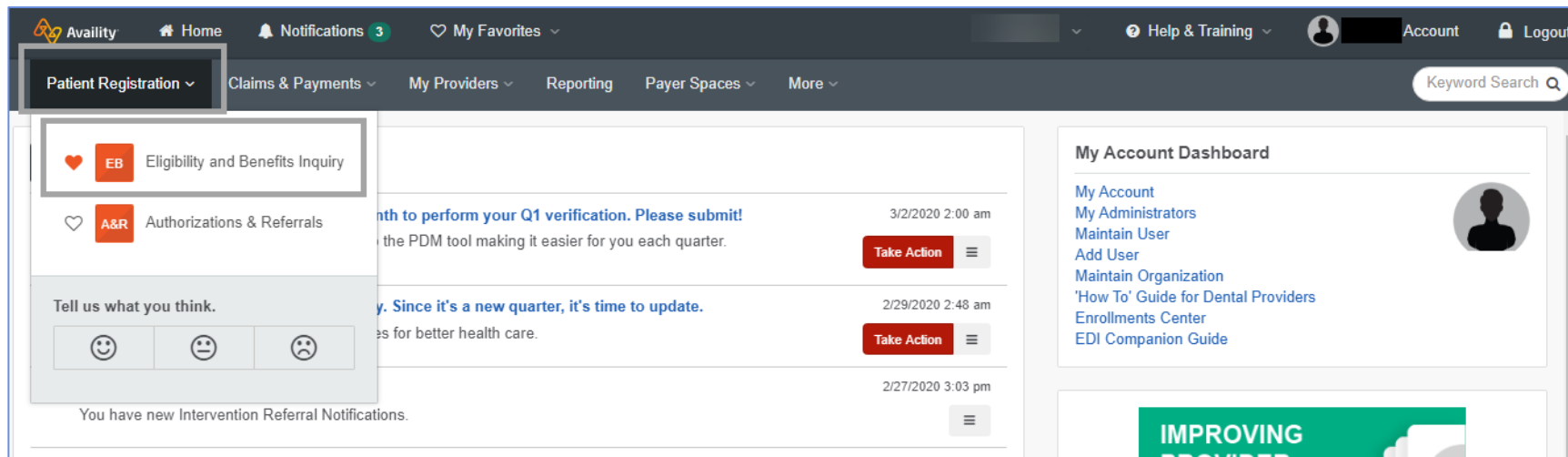
Claim Status

Use this tool to search for claim status and review results from the payer. To access the claim status inquiry form, select **Claims & Payments**, then select **Claims Status**. Complete the required provider, patient and claim information sections, select **Submit.**

Wellpoint claim reimbursement

Change to EnrollSafe

- In November 2021 CAQH for EFT was replaced with EnrollSafe.
- If you were already enrolled for EFT in CAQH your information will continue. If you need to make changes to your information, it will need to be in EnrollSafe.
- If you are not enrolled, follow the link https://enrollsafe.payeehub.org/ to enroll.

How to Request Registration For EnrollSafe

To register you must create an account with EnrollSafe to become verified. Once verified, you may select the method you wish to receive your ACH payments.

Once you've selected the "Register" link at the top of the screen, you will be walked through a series of steps to obtain the information needed to complete registration.
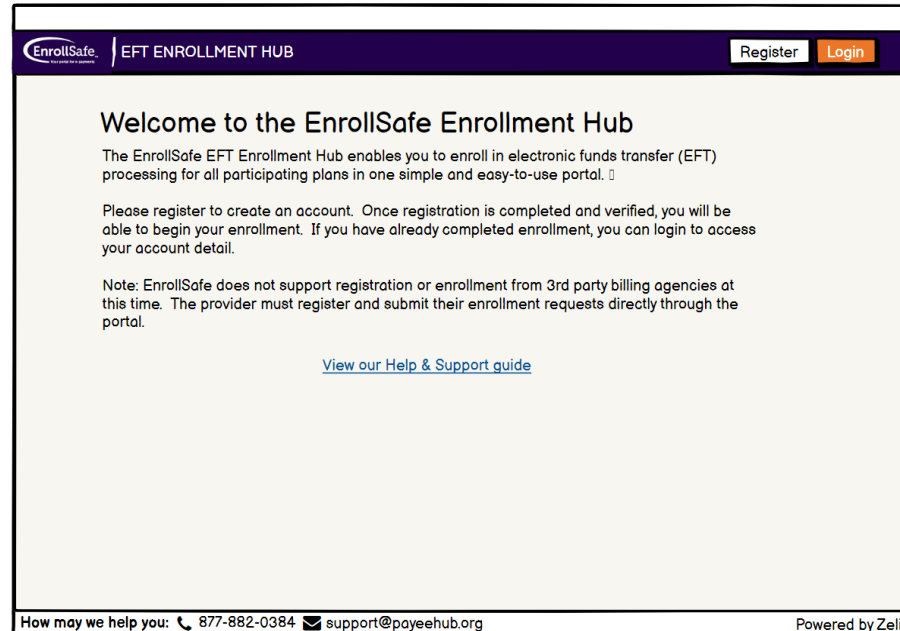
EnrollSafe

Please Note: EnrollSafe does not support registration or enrollment from 3rd party billing agencies currently. The provider must register and submit their enrollment requests directly through the portal.

To register you will need Employer Identification Number or Tax Identification Number, provide practice and contact information.

For step-by-step instructions please use the EnrollSafe Help and Support Guide on Wellpoint's website, (new email address)

Payment information

How to expect payment – payment can be made through electronic funds transfer (EFT) or issuance of a paper check.
https://www.Wellpoint.com/mass/providers

How to access EFT payments – Providers can register for EFT and ERA through EnrollSafe.

https://enrollsafe.payeehub.org/

Website navigation for the portals pertaining to payments/PSVs.
https://www.Wellpointcom/mass/providers/

Additional resources

Carelon Behavioral Health's Helpful Resources

For instructional assistance with day to day tasks, please visit our library of video tutorials on our How-To Resource page:

https://www.Carelon Behavioral Health'shealthoptions.com/providers/Carelon Behavioral Health's/important-tools/video-tutorials/

Please visit Wellpoint's Network Specific Info page for additional documentation and resources:

https://www.Carelon Behavioral Health'shealthoptions.com/providers/Carelon Behavioral Health's/network/Wellpoint-state-indemnity-plan/

==Update all URLs==

Review the Wellpoint Cheat Sheet for helpful contact numbers

https://s21151.pcdn.co/wp-content/uploads/Wellpoint-Tip-Sheet.pdf

For a list of educational webinars, visit:

https://www.Carelon Behavioral Health'shealthoptions.com/providers/Carelon Behavioral Health's/important-tools/webinars/

Carelon Behavioral Health Options		
Website/ EDI	Questions regarding updating demographics on Provider Portal or ProviderConnect	**EDI Helpdesk** Monday through Friday, 8 a.m.-6 p.m. ET Phone: 888-247-9311 e-supportservices @Carelon Behavioral Health'shealthoptions.com
Provider Relations	Questions regarding Carelon Behavioral Health's's network status, contracting, credentialing or appeals	**National Provider Services Line** Monday through Friday, 8 a.m.-8 p.m. ET Phone: 800-397-1630 provider.relations @Carelon Behavioral Health'shealthoptions.com
Clinical	Requesting inpatient authorizations	**Clinical Department – Inpatient Auths** 1-800-442-9300

Wellpoint Helpful Resources

For assistance with claims submission, provider updates please visit our website, click on the Provider Tab.

WellpointProviderRelations@anthem.com

Please visit Wellpoint's Network Specific Info page for additional documentation and resources:

https://www.Carelon Behavioral Health'shealthoptions.com/providers/Carelon Behavioral Health's/network/Wellpoint-state-indemnity-plan/

Review the Wellpoint Cheat Sheet for helpful contact numbers

https://s21151.pcdn.co/wp-content/uploads/Wellpoint-Tip-Sheet.pdf

Wellpoint		
Website/ EDI	Questions regarding submitting claims electronically.	**Wellpoint's EDI Helpdesk** e-Solutions Monday through Friday, 8 a.m.-6 p.m. ET Phone: 800-470-9630
Provider Relations	Questions regarding Wellpoint's provider network status, contracting, credentialing.	**Wellpoint's Provider Services Line** Monday through Friday, 8 a.m.-4:30 ET ET Phone: 800-480-7587 WellpointProviderRelations@anthem.com
Clinical	Requesting inpatient authorizations.	**Clinical Department – Inpatient Authorizations** 1-800-442-9300