

Provider Support Tools



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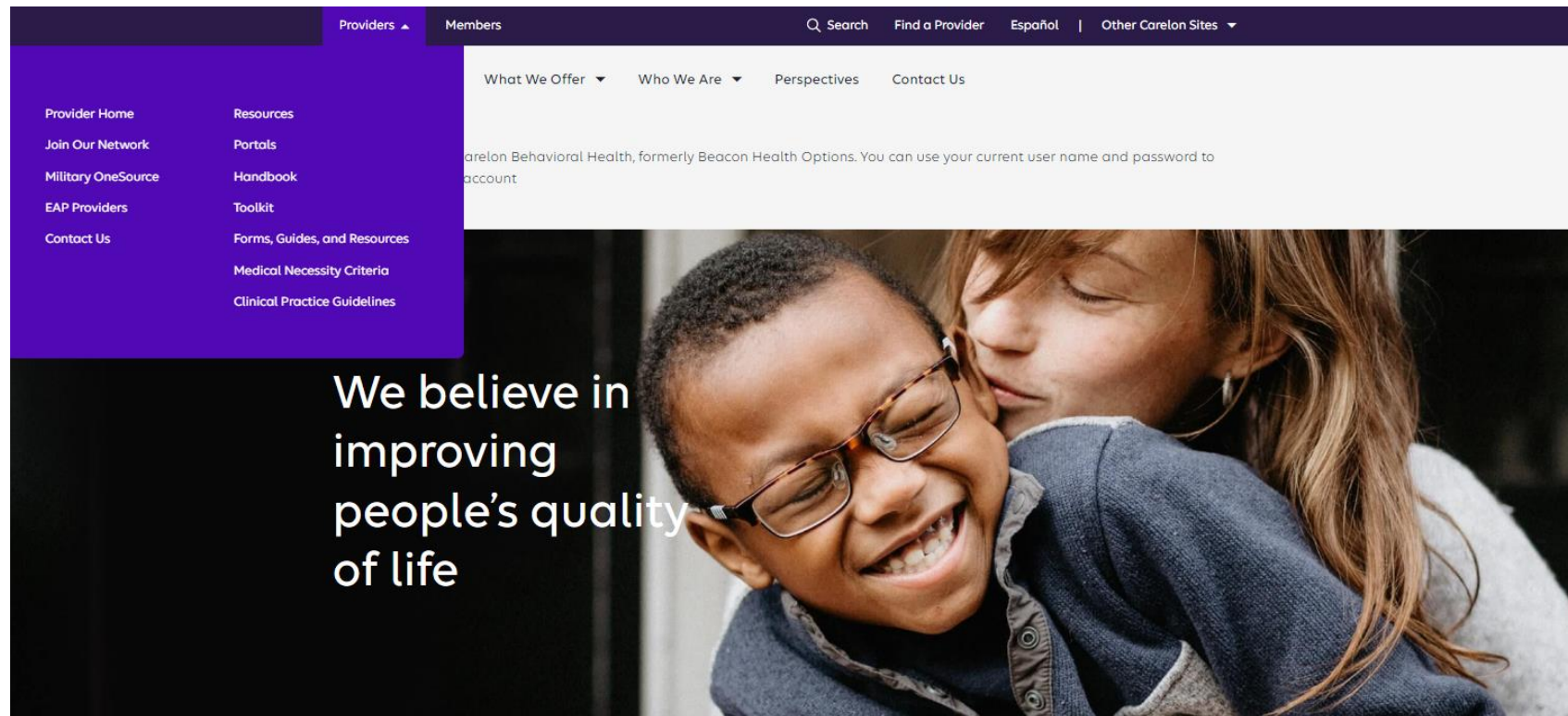
Accessing Carelon Behavioral Health's Provider Portal




How to access Carelon Behavioral Health's Provider Portal

Go to (Carelonebehavioralhealth.com)
Click “Providers” in the top left corner




Click on “Portals” in the dropdown
box



Carelon Behavioral Health's Provider Portal Login Screen



From this portal you can accomplish things like:

-  Check member real-time eligibility
-  View Authorizations
-  Update Provider Demographics

Login below

Please use your existing **eServices** or **ProviderConnect** credentials

Username

[Forgot Username](#)

Password


[Forgot Password](#)

[LOGIN](#)

Not registered? [Sign up here](#)



New User? Register Online



Registration

Step 1

Step 2

Step 3

Account Details

Review

Complete

* Required fields are denoted by an asterisk (*) adjacent to the label.

First Name*

Last Name*

Contact Name

NPI Number*

Tax ID*

Group, Facility, or Clinic Name

Primary Email Address*

Verify Primary Email Address*

Secondary Email Address

Phone Number*

Ext

Fax Number

Username*

Password*

Confirm Password*

One uppercase letter

One lowercase letter

One number

One special character (?)

8-20 characters long

Passwords must match

Select a Security Question*

Answer to the Security Question*


Confirm the Answer to the Security Question*

NEXT

BACK TO LOGIN



ProviderConnect



Switch Account 123456-General Account ▾Carelon Behavioral Health HomeProvider HomeContact UsLog Out

Home

Specific Member Search

Register Member

Authorization Listing

Enter an Authorization/Notification Request

Enter a Treatment Plan

View Clinical Drafts

Enter a Special Program Application

Complete Provider Forms

Enter a Comprehensive Service Plan

Claim Listing and Submission

Enter EAP CAF

Manage Users

Enter an Individual Plan

Enter Case Management Referral

Enter a Referral

Review Referrals

Enter Bed Tracking Information

Welcome **PETER TUMNUS** . Thank you for using Carelon Behavioral Health ProviderConnect.

YOUR MESSAGE CENTER (8 **NEW**) Message

Click on inbox to view your messages

WHAT DO YOU WANT TO DO TODAY?

▸ [Link/Unlink Accounts](#) **NEW**

▾ [Eligibility and Benefits](#)

- [Find a Specific Member](#)
- [Register a Member](#)

▾ [Enter or Review Authorization Requests](#)

- [Prior Authorization Listing for Concurrent Review, Step/Transfer Review, or Discharge](#)
- [Enter an Authorization/Notification Request](#)
- [Enter an Individual Plan](#)
- [Enter a Special Program Application](#)

▾ [Enter or Review Claims](#)

- [Enter a Claim](#)
- [Enter EAP CAF](#)
- [View EAP CAF](#)
- [Review a Claim](#)
- [View My Recent Provider Summary Vouchers](#)
- [PaySpan](#)


▾ [Enter or Review Referrals](#)

- [Enter a Referral](#)
- [Review Referrals](#)

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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.

ProviderConnect Home

Provider

Provider ID

TUMNUS - 123456

Provider Last Name

TUMNUS

Provider First Name

PETER

Select Service Address


	Provider		Vendor	
Capture	Provider ID	Last Name	Vendor ID	Vendor Last Name
		First Name		Vendor First Name
	Tax ID	Service Address	Paid To Vendor ID	Pay To Address
	Alternate ID			
<input checked="" type="radio"/>	123456	PETER TUMNUS	00003	XYZ ABC
	TAX00001	14 BEAVER TRAIL NARNIA, VA 12345 -		14 BEAVER TRAIL NARNIA, VA 12345 -
	712345			

Back Next



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.



ProviderConnect Home

Requested Services Header

All fields marked with an asterisk (*) are required. Select the Requested Start Date to begin. Please review the Member's benefit coverage before creating this request.
Note: Disable pop-up blocker functionality to view all appropriate links.

*Requested Start Date (MMDDYYYY)
10022015

*Level of Service
SELECT...

Provider

Tax ID 0000001	Provider ID 123456	Provider Last Name TUMNUS	Vendor ID 00003	Provider Alternate ID 712345
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Member

Member ID 987654321	Last Name ASLAN	First Name SUSAN	Date of Birth (MMDDYYYY) 12021979
------------------------	--------------------	---------------------	--------------------------------------

Attach a Document

Complete the form below to attach a document with this Request
The following fields are only required if you are uploading a document

*Document Type:
*Document Description

Does this Document contain clinical information about the Member?
Yes ☐ No ☐

SELECT...

UploadFile Click to attach a document

Delete Click to delete an attached document

Attached Document:

Back

Next

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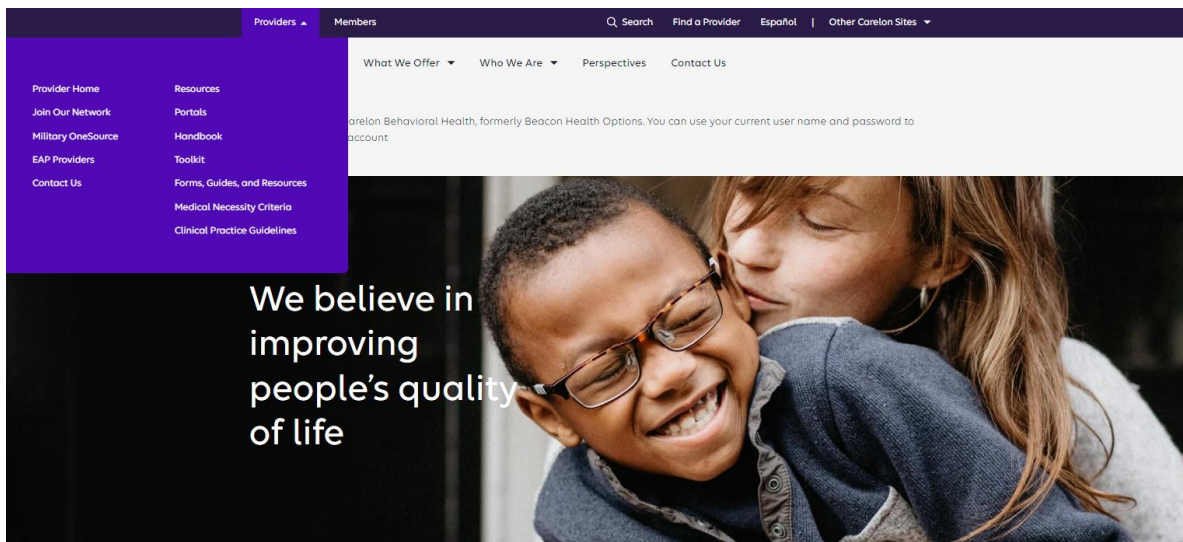
Credentialing with Carelon Behavioral Health



How to Credential as a Carelon Behavioral Health's Provider

Go to ([Carelonbehavioralhealth.com](https://carelonbehavioralhealth.com)) click “Providers” then “Join Our Network”.

Select your Provider Type from the selection



Thank you for your interest in joining the Carelon network.

California Providers: If you wish to be considered for enrollment in Medi-Cal, you will be required to submit a Medicaid ID or proof of application through DHCS Provider Application and Validation for Enrollment (PAVE).

Please NOTE: Our network is currently closed for new provider agreements in the following states: AZ, DE, FL (with the exception of Prescribers), MN, MS, ND, NE, NM, OK, SC, SD, TN, UT, and VT. Applicants in these states joining an EXISTING group will be accepted.

If you are currently an out of network provider with a member needing care, please refer to our [OON guide](#) for processing.

New provider:

To start the process for a request to join the network, complete our [online form](#). Under Provider Type, be sure to choose option #1 if you are a solo practitioner or #2 if you're applying for a group practice.

New facility:

Request to join the network as a new facility by completing our [Request to join the network](#). Please return the completed form, including the Terms and Conditions, via email to bh_incoming_agreements@carelon.com

Currently participating practices:

If you're a participating practice and would like to add a new provider, complete our [online form](#). Be sure to choose option #3 if you'd like to join an in-network group or #4 if you're a participating practitioner who has relocated to a new state.

For all request to join the network:

Incomplete, incorrect, or illegible forms may delay or prevent proper processing. If you have any questions, call our National Provider Services Line at [800-397-1630](tel:800-397-1630) Monday to Friday, 8 a.m. to 8 p.m. Eastern time.



Submitting a claim to Wellpoint

A close-up photograph of a "Health Benefits Claim Form" held by a blue clipboard. The form is white with blue text and includes various fields for patient information. The title "Health Benefits Claim Form" is prominently displayed in blue. Below the title, there are several sections labeled with letters: "C" for "PATIENT'S DATE OF BIRTH", "F" for "DATE OF BIRTH", and "G" for "PATIENT'S RELATIONSHIP". Each section has sub-fields for "Month", "Day", and "Year". There is also a section for "STATEMENT EXPLAINING THE RELATIONSHIP" and a "CHECK IF NEW ADDRESS" box. The form is partially obscured by the blue clipboard and a wooden pencil.

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

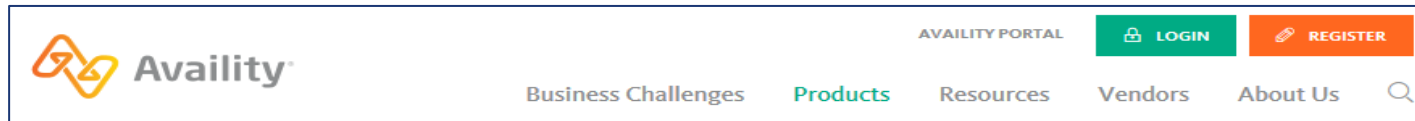
For your organization to have the most positive experience on Availity, it is imperative that the primary admin can handle the responsibilities assigned to them.

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



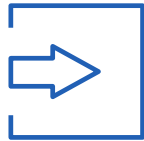
To register, select your organization type below

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 --



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.

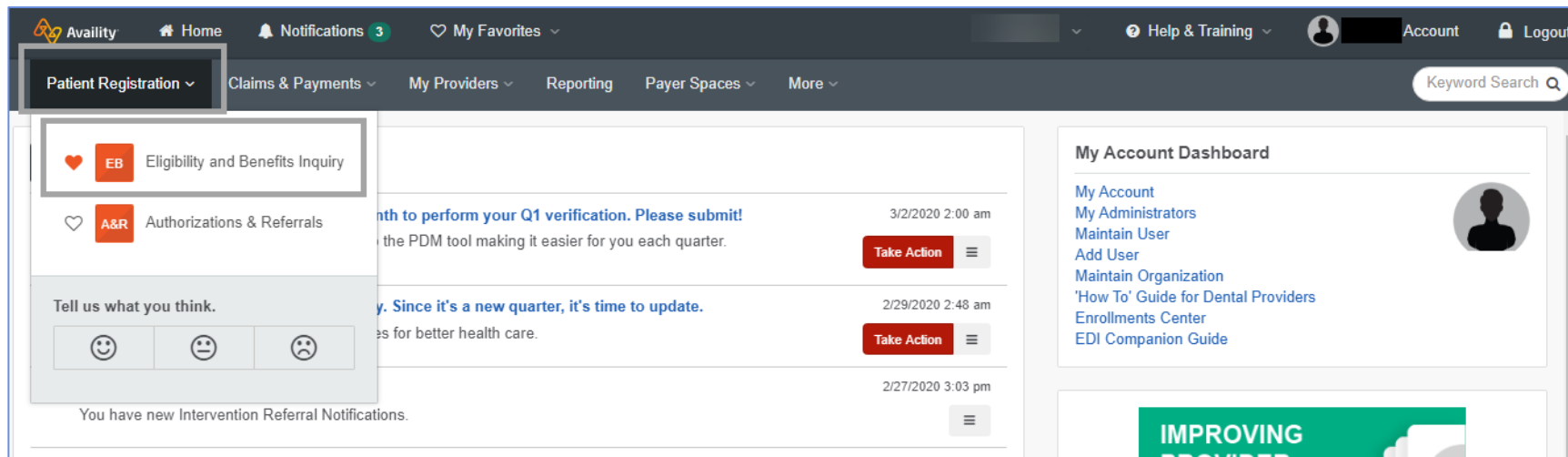


Once you complete 2-step authentication, you will land on the Availity Portal home page where you'll receive a notification with instructions on registering your organization.



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**.

Claim Status Give Feedback

Organization: Anthem & Inc | Payer: ANTHEM - IN

HIPAA Standard

Provider Information

Is the provider the same as the organization name?

☒ Yes ☐ No

Express Entry - Provider optional

Select...

Provider NPI

Patient Information

Express Entry - Patient optional

Select...

Patient ID

Patient Last Name

Patient First Name

Patient Date of Birth

mm/dd/yyyy

Patient Gender optional

Select...

Patient Account Number optional

unknown

Patient's Relationship to Subscriber optional

Self

Claim Information

Service Dates

Start Date - End Date

Claim Number optional

Claim Amount optional

Institutional Bill Type optional

Submit Clear



Wellpoint claim reimbursement



Change to EnrollSafe

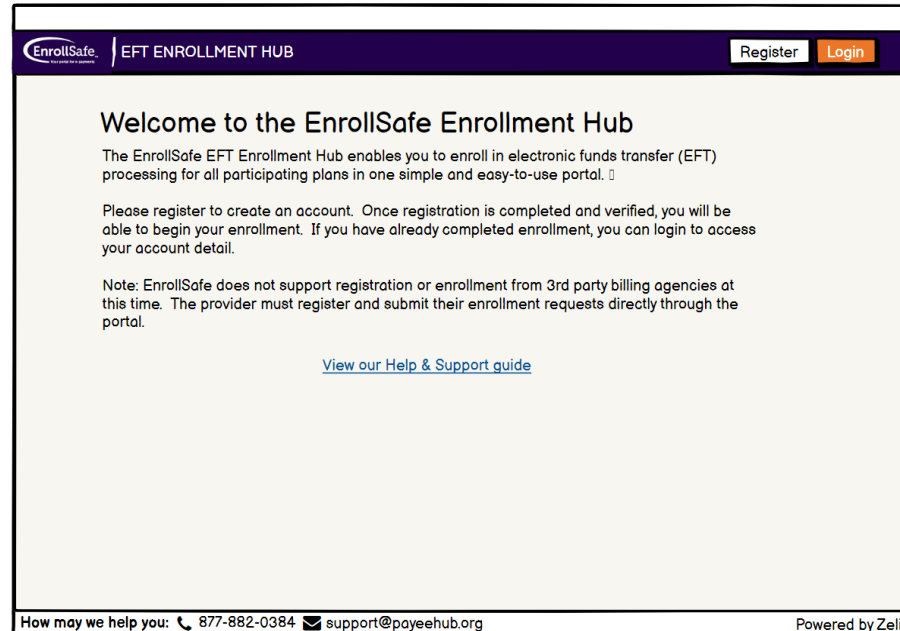
- In November 2021 CAQH for EFT was replaced with EnrollSafe.
- If you were already enrolled for EFT in CAQH your information will continue. If you need to make changes to your information, it will need to be in EnrollSafe.
- If you are not enrolled, follow the link <https://enrollsafe.payeehub.org/>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

