

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Live Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Payer ID: WLPNT
- Eligibility and benefits
- Help and Training
- Interactive Care Reviewer (ICR)
- Link to Carelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services

(<https://Availity.com/customer-support>) provides customer support for Availity Essentials users.

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Support with contract or provider enrollment training can be accessed here:
 1. Select the desired hub above.
 2. Using your scrollbar, scroll to access **Contract Change Requests in Availity Essentials**.
 3. Select the **Contract Change Requests in Availity Essentials or Provider Enrollment in Availity Essentials** tile.
 4. Log in to Availity Essentials to access the content of the course.
 5. Click Continue to launch the course page.
 6. Click here in step 2 to launch the course.

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Service departments

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Case management — Wellpoint Texas Essential

- **Case Management (CM):** call **833-731-2160** (TTY 711):
 - Monday through Friday from 7 a.m. to 6 p.m. CT.
- **STAR Kids Member Services:** call **844-756-4600** (TTY 711):
 - Monday through Friday from 8 a.m. to 6 p.m. CT.

Use Availity Essentials to register and manage ERA account changes with these three easy steps:

- Log in to <https://Availity.com>
- Select My Providers
- Select Enrollment Center and select Transaction Enrollment

Use EnrollSafe for EFT

(<https://enrollsafe.payeehub.org/>) to register and manage EFT account changes.

Healthcare networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- **Wellpoint Texas Essential:** Go to <https://www.wellpoint.com/provider/individual-commercial/contact-us/email> and make a choice in the Resource Categories dropdown.
- **Federal and state plans:** Go to <https://www.wellpoint.com/tx/provider/state-federal/contact-us/email>

IRS Form 1099 requests

- Email: 1099dept@elevancehealth.com
- Phone: **888-246-4893**.

Prior Authorization

Log in to <https://Availity.com> and select Authorizations and Referrals.

- **Federal and state plans:**
 - Lookup tool: <https://www.wellpoint.com/tx/provider/state-federal/resources/prior-authorization-requirements/lookup-tool>
 - Phone: **833-342-1260**
- **Medicare:**
 - Clinical documentation lookup tool:
<https://clinicaldocumentationtool.wellpoint.com/cdltui/home>
- **Wellpoint Texas Essential**
 - **Behavioral health:**
 - Phone: **844-719-1806**
 - **Carelon Medical Benefits Management:**
 - Peer-to-peer review: Office staff may schedule a peer-to-peer review for the requesting provider. A Carelon Medical Benefits Management medical director will strive to respond within one business day.
 - Phone: **833-529-8773**
 - Website: <https://www.carelon.com/>
 - **OptiNet registration:**
 - The OptiNet Registration aids ordering providers with real-time decision support to select high-quality, cost-effective imaging and genetic counseling providers.
 - To access the OptiNet Registration:
 - Access the provider website directly at <https://providerportal.com>
 - Once logged into Carelon Medical Benefits Management, from the My Homepage screen, choose Access OptiNet Registration.
 - Select the Registration Type and choose the Access OptiNet Registration button.
 - Complete the requested information.
 - **Physical health:**
 - Phone: **817-861-7768**

Provider education and training:

- Our dynamic online On24 Learning Hub **Wellpoint - Search** has training courses, on-demand webinar replays, demonstration videos, and more.
- **Wellpoint provider training resources site:**
 - Federal and state plans: <https://www.wellpoint.com/tx/provider/state-federal/resources/training-academy>
 - Wellpoint Texas Essential: <https://www.wellpoint.com/tx/provider/individual-commercial/training>
- Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

Provider forms:

- Federal and state plans: <https://www.wellpoint.com/tx/provider/state-federal/resources/forms>
- Wellpoint Texas Essential: <https://www.wellpoint.com/tx/provider/individual-commercial/forms-and-guides>

Provider resources

Please visit <https://www.wellpoint.com/provider> to find our:

- Provider manual.
- Policies, guidelines, and manuals.
- Reimbursement policies.
- Clinical Practice Guidelines.
- Provider Communication — News.
- Forms.
- Training Academy.
- Authorization.

Refund address:

- **Medicaid/Medicare Overpayment Refund Notification form:**
https://www.wellpoint.com/content/dam/digital/wellpoint/documents/provider/texas/government/forms/ALL_WLP_RefundNotificationForm.pdf
- **Mail refund requests to:**
Wellpoint
P.O. Box 933657
Atlanta, GA 31193-3657

Service partners:

- **Federal and state plans service partners:**
 - **Access2Care** (Non-emergent transportation, excluding ambulance):
 - STAR: **833-721-8184**
 - STAR+PLUS: **844-867-2837**
 - STAR Kids: **844-864-2443**
 - **Carelon Medical Benefits Management, Inc.** (prior authorization for cardiology, genetic testing, radiation oncology, high-tech radiology, and sleep studies):
 - Website: <https://carelon.com/>
 - Phone: **833-342-1260**
 - **Availity Essentials** (Claim filing, claim status inquiries, member eligibility, and benefits):
 - Access through Availity Essentials at <https://Availity.com>
 - **DentaQuest** (Dental managed care organization for members age 20 and younger):
 - CHIP: **800-508-6775**
 - STAR: **800-516-0165**
 - **MCNA Dental** (Dental managed care organization for members age 20 and younger):
 - Phone: **800-494-6262**
 - **Superior Vision of Texas** (Vision services):
 - Provider phone: **866-819-4298**
 - Member phone: **800-428-8789**
 - **Superior Vision of Texas** (Medical and surgical prior authorization):
 - Fax: **855-313-3106**
 - Email: ecs@superiorvision.com
 - **Texas Health Steps program:**
 - Phone: **877-847-8377**
 - **UnitedHealthcare Dental** (Dental managed care organization for members age 20 and younger):
 - Phone: **877-901-7321**
- Medicare:
 - Member benefits and vendor information are summarized in the **Summary of Benefits**. To view the Summary of Benefits tables, visit <https://shop.wellpoint.com/medicare>.

Wellpoint policies:

- **Federal and state plans:**
 - Wellpoint Reimbursement Policies:
<https://www.wellpoint.com/tx/provider/state-federal/claims/reimbursement-policies>
- **Wellpoint Texas Essential:**
 - Medical Policies and Clinical UM Guidelines:
<https://www.wellpoint.com/tx/provider/individual-commercial/policies/clinical-guidelines#>

Product table

Reminder: Always verify member eligibility and benefits with the member’s benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper/electronic claims submission	Appeals address
Local products Star Star-Plus Star-Kids Medicare Wellpoint Texas Essentials (Commercial)	Medicaid/CHIP: 833-731-2162 , Medicare Advantage: 866-805-4589 STAR-Plus: 855-878-1785 Wellpoint Texas Essential: (On-Exchange) 833-476-1458 (Off-Exchange) 833-728-2248	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits https://Availity.com 800-282-4548	Medical claims Texas Wellpoint Essentials - Commercial Claims mailing address: Wellpoint P.O. Box 105187 Atlanta, GA 30348-5187 Federal and state plans Claims mailing address: Wellpoint P.O. Box 105187 Atlanta, GA 30348-5187 EDI Hotline: 800-590-5745 Website: https://Availity.com Payer ID: WLPNT Electronic Funds Transfer (EFT): Use EnrollSafe (https://enrollsafe.payeehub.org/) to register and manage EFT account changes. Electronic Remittance Advice (ERA) The 835 ERA replaces paper remittance reconciliation. Register or update your ERA in Availity Essentials: 1. Log in to Availity.com . 2. Select My Providers . 3. Select Enrollment Center, then Transaction Enrollment . Note: If you use a clearinghouse or vendor, contact them to set up and receive your ERA.	Federal and state plans Mail: Wellpoint Payment Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599 Wellpoint Texas Essential: Mail: Wellpoint Payment Dispute Unit PO Box 105568 Atlanta, GA 30348-5568

<https://provider.wellpoint.com>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Coverage provided by Wellpoint Insurance Company or Wellpoint Texas, Inc.

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