

Quick contact guide (QCG)

Availity Essentials

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

- Authorization and referrals
- Live Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Caelon 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.

Provider data management and roster upload

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.

Carelon Medical Benefits Management:

- Phone: **833-421-9686**
- Web help desk: **833-253-4453**

Dental Provider Services

800-562-3022

Enhanced personal healthcare program:

Contact Us Web Form

Healthcare networks

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

IRS Form 1099 requests

For assistance, contact Financial Services:

- Email: WA_FE_FinancialServices@pcgus.com
- Phone: **844-300-5040**

Peer-to-peer review:

206-695-7081 EXT: **106-124-5230**

Pharmacy:

Website: **pharmacy and prescription**

Prior authorization requests:

- Phone: **800-454-3730**
- Retail pharmacy fax: **844-493-9207**
- Medical injectables fax: **844-493-9209**
- CarelonRx help desk: **833-253-4453**

Prior Authorization:

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

Provider education and training

Our dynamic online **Learning Hub (on24.com)** has training courses, on-demand webinar replays, demonstration videos, and more.

Provider forms:

- Commercial/Medicare Advantage **Provider Forms and Guides**
- Medicaid **Forms**

Provider Services

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 website

Washington providers | Wellpoint — for provider manual, forms, and resources.

Refund address

- Link to form: **Refund notification form**
- Address:
Wellpoint
P.O. Box 933657
Atlanta, GA 31193-3657

Vision Provider Services:

- Wellpoint Vision Phone: **888-581-3648**
- Website: **Wellpoint**

Wellpoint medical policies

Medical Policies and Clinical UM 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 claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Apple Health (Medicaid)	833-731-2274	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Medical claims Washington Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	Provider Grievances Attn: Appeal Department Wellpoint 705 Fifth Ave. S., Suite 300 Seattle, WA 98104 Payment Dispute Unit: Wellpoint P.O. Box 61599 Virginia Beach, VA 23466-1599	Mail: Wellpoint, Cost Containment – Correspondence P.O. Box 62427 Virginia Beach, VA 23466-2437 Refunds Address: Wellpoint P.O. Box 933657 Atlanta, GA 31193-3657	Medical Preapproval: 800-454-3730 Radiology Preapproval: 800-714-0040 BH preapproval: 800-454-3730 Recovery fax: 866-920-1874
Medicare						
Medicare Advantage	866-805-4589	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	Provider Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599	Overpayment: PO Box 933657 Atlanta, GA 31193-3657	Medical Preapproval: 866-805-4589 Radiology Preapproval: 800-554-0580 BH Preapproval: Inpatient: 844-430-1702 Outpatient: 844-430-1703 Case Management: CMHealthSolutions@wellpoint.com Voicemail: 833-607-6516 Fax: 855-729-1293
Commercial						
Wellpoint Washington Essential	833-421-4609	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Claims mailing address: Wellpoint PO Box 105187 Atlanta, GA 30348-5187	Appeals and Grievances Wellpoint PO Box 105568 Atlanta, GA 30348-5568	Overpayment/ Refund: Wellpoint PO Box 73651 Cleveland, OH 44193-1177	Provider Call Center and hours of operation 833-421-4609 , 8 to 5 p.m. PT, Monday through Friday Chat available 8 to 6 p.m. PT, Monday through Friday Provider UM and hours of operation: 833-421-4609 , 8 to 5 p.m. PT, Monday through Friday Prior authorizations: Interactive Care Reviewer (ICR) through https://Availity.com
Medicaid						
Foundational Community Supports Program	844-451-2828	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Washington Claims Wellpoint P.O. Box 61010 Virginia Beach VA 23466-1010	Payment Dispute Unit Wellpoint P.O. Box 61599 Virginia Beach VA 234	Overpayment: Wellpoint: PO BOX 933657 Atlanta, GA 31193-3657	

<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 Washington, Inc. Wellpoint Washington, Inc. profoundly acknowledges and respects the inherent sovereignty of the federally recognized Tribes in Washington state. In our efforts to promote high-quality healthcare, we honor the Tribal right of self-governance, holding in deep esteem the government-to-government relationship existing between the state and the Tribes, a bond reiterated by the Centennial Accord and established by RCW 43.376. We heartily commit to enhancing our coordination, collaboration, and recognition of the deeply rooted traditions and values of the Tribal communities.

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