



CCAH Mental Health Services: Frequently Asked Questions

Question	Answer																		
<p>What is Carelon and CHIPA's role in managing mental health benefits for CCAH?</p>	<p>The Central California Alliance for Health (CCAH) has contracted with Carelon and College Health IPA (CHIPA) to administer the delivery of outpatient mental health, inpatient and diversionary services for CCAH members. CCAH administers the Medi-Cal program in Santa Cruz, Monterey, and Merced Counties, and MCAP (Medi-Cal Access Program) and IHSS (In home supportive services) in Monterey County through a direct contract with the California Department of Health Care Services.</p>																		
<p>What is the relationship between Carelon and CHIPA?</p>	<p>Carelon and CHIPA work collaboratively to perform all behavioral health plan management functions. The collaboration and operations are seamless to members and providers. Carelon or CHIPA will be responsible for the following functions:</p> <table border="1" data-bbox="548 709 1495 957"> <thead> <tr> <th>Function</th> <th>Carelon Responsibility</th> <th>CHIPA Responsibility</th> </tr> </thead> <tbody> <tr> <td>Contracting</td> <td></td> <td>X</td> </tr> <tr> <td>Credentialing</td> <td>X</td> <td></td> </tr> <tr> <td>Member Services</td> <td>X</td> <td></td> </tr> <tr> <td>Utilization Management</td> <td></td> <td>X</td> </tr> <tr> <td>Claims Adjudication / Payment</td> <td>X</td> <td></td> </tr> </tbody> </table>	Function	Carelon Responsibility	CHIPA Responsibility	Contracting		X	Credentialing	X		Member Services	X		Utilization Management		X	Claims Adjudication / Payment	X	
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<p>What is the Carelon website?</p>	<p>www.carelonbehavioralhealth.com</p>																		
<p>What is the Carelon fax number?</p>	<p>866.422.3413</p>																		
<p>What is the Carelon TTY number?</p>	<p>855.765.9700</p>																		
<p>What is Carelon's email for Medi-Cal referrals?</p>	<p>Medi-calreferral@carelonbehavioralhealth.com (be sure to set up secure email if sending personal health information)</p>																		
<p>Where can I find the provider manual?</p>	<p>Providers can download a copy of the provider manual on the Carelon website at www.beaconhs.com, located under the Provider Tools section. Providers may also contact the Provider Relations team and request a hard copy by emailing provider.inquiry@carelonbehavioralhealth.com</p>																		
<p>How do I get access to the Carelon portal, eServices?</p>	<p>Please email provider.inquiry@carelonbehavioralhealth.com for information on the quick and easy provider eServices registration process.</p>																		
<p>Do I need to verify eligibility on Carelon's website or can I check the health plan's website?</p>	<p>You can verify eligibility either through Carelon's web portal or through the CCAH verification system. To verify eligibility through Carelon you can either call Carelon directly and speak to a member services representative or use eServices. In order to verify eligibility through eServices, the provider and/or group must to be registered for eServices.</p>																		
<p>Where can I locate the Medi-Cal behavioral health screening tool?</p>	<p>The screening tool is available online at www.carelonbehavioralhealth.com. Click on "Providers" at the top of the page, and then on the left hand side of the page, click on "Tools". When it asks for the plan name, type in Central California Alliance for Health. Under forms, click on screening form. There are versions for adults and children. The screening tools vary by county and health plan.</p>																		