

## Colorado Frequently Used Links & Resources

### Submit Demographics Changes & View Demographic Info

**Access via Provider Portals:** Provider Connect > [Provider Portals | Carelon Behavioral Health \(Beacon\)](#)

**Demographic Updates** / Forms & Guides >

<https://www.carelonbehavioralhealth.com/providers/forms-and-guides>

### Contracting

#### **New providers and practitioners wanting to join an existing group:**

To request to join our network, please enroll using the Carelon Behavioral Health payer space by visiting [Availity.com](#). Providers must be registered with Availity. If you have not yet registered, please visit [Availity.com](#) to get registered.

**For currently participating practices wanting to request an amendment to an existing contract,** please complete the [Amendment Request Form](#) and return it to [amendment\\_request@carelon.com](mailto:amendment_request@carelon.com).

#### **New facility:**

Request to join the network as a new facility by completing our [Request for Application \(RFA\) Facility Form](#). Please return the completed form, including the Terms and Conditions, via email to [bh\\_incoming\\_agreements@carelon.com](mailto:bh_incoming_agreements@carelon.com).

#### **Application Status:**

To check the status of an application submitted after May 19<sup>th</sup>, 2025, please visit [Availity.com](#). For all other questions about the status of open events, please call: National Provider Service Line > 800-397-1630

### Dispute a Claim

Claims can be disputed directly in Availity or through Provider Services.

**Anthem Claims:** Log into [Availity.com](#) > Select Claims & Payments > Select Claim Status > Click on the Dispute button

Or

Contact Provider Services: Use chat/secure message in Availity; Call the number on the back of the member's ID card; or Call 800-676-2583

**Carelton Claims:** Contact Provider Services 800-888-3944

**Last Updated 10/30/2025**  
**[carelon.com](#)**



Or

Mail appeals to >

Carelton Behavioral Health  
PO Box 1854, Hicksville NY 11802

For more information, visit [www.careltonbehavioralhealth.com](http://www.careltonbehavioralhealth.com) or email [provider.inquiry@carelon.com](mailto:provider.inquiry@carelon.com)

### **Provider News**

Stay informed with the latest provider news. Visit:  
[carelonbehavioralhealth.com/providers/resources/newsletter](http://carelonbehavioralhealth.com/providers/resources/newsletter)

### **Additional Links**

**EnrollSafe** (EFT Setup): [EnrollSafe](#)

**Provider Manual:** <https://www.anthem.com/co/provider/individual-commercial/policies/manuals>

**Payer ID List:** [Payer List - Search Results](#)