



Quick Reference Guide	
Anthem Blue Cross and Blue Shield (Anthem) Connecticut Commercial and Medicare Advantage	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service	Please call the number on the back of the member's ID card.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claims Submission	Please utilize the Availity portal, www.Availity.com .
Claims Status Inquiry	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Claim Issue Resolution	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Prior Authorization	Please call the number on the back of the member's ID card.
Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Credentialing/Recredentialing By Phone or Email	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET. NetworkIntegration@carelon.com
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Anthem Behavioral Health Resources	https://www.anthem.com/provider/behavioral-health/
Anthem Forms and Guides	https://www.anthem.com/provider/forms/?cnslocale=en_US_ct
Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals	https://www.anthem.com/provider/policies/
Provider Experience Associate	NetworkIntegration@carelon.com