Join Our Networks

Thank you for your interest in becoming a network provider with Carelon Behavioral Health. We look forward to collaborating with you to provide our members with access to quality service. If you are not currently participating with us, please read and follow the instructions on this page to submit an application requesting participation.

PROVIDER CONTRACTING & CREDENTIALING PROCESS:
If you are a provider interested in joining the Carelon Behavioral Health network, you will need to complete your Contracting and Credentialing enrollment application through our digital provider enrollment tool. The tool is hosted in the Availity Portal and uses Council for Affordable Quality Healthcare, Inc. (CAQH) ProView® to extract data from the provider's CAQH profile for those requiring credentialing.

The enrollment application is located on the Availity Portal at **www.availity.com**

For instructions on how to enroll through the Availity Portal:

- For Behavioral Health Providers, please view the **Join Our Provider Network | Carelon Behavioral Health**.
- For Behavioral Health Providers working in a multi-specialty group, please view the **Join Our Network | Provider | Individual & Commercial Plans | Anthem**.
- W-9 Forms are required for all provider applicants looking to join the network. Failure to provide a completed W-9 Form may result in delay or denial of a Contracting application.

Please ensure you have a completed and up-to-date CAQH profile for those providers requiring credentialing by Carelon Behavioral Health. Please be sure to verify that you have granted Carelon permission to access your CAQH application. If you do not currently have a CAQH ID, you may request one directly from CAQH by visiting their website at **CAQH**.

CAQH's sophisticated online database allows physicians and other healthcare providers to complete one application and enter credentialing information into a single, user-friendly database. This approach reduces paperwork and simplifies the credentialing process for providers. With the provider's authorization, the information can be shared with participating health plans and other organizations that require it. The basic information needs to be provided only once, with easy updates as necessary. Providers are contacted regularly to verify that the information in the database is current. The CAQH application aligns with the mandated uniform application and complies with state regulations. Please note, there is no charge for providers to use this tool.

- For information regarding our credentialing process, please refer "***Step 3: Credentialing Process***" found on the "**Join our Network**" page.
- Please find additional onboarding questions in our **New Provider FAQ**.
- For questions/answers **not** found in the FAQs, please see the **Contacts Page** for outreach information.

FACILITIES

New facility enrollment:
To request participation in the Carelon Behavioral Health network as a new facility, applications must be submitted through the Availity portal. Email submissions are no longer accepted for new facility applications.

How to apply
1. Log in to Availity.
2. Navigate to the **Enrollment** section.
3. Select **Begin New Application**.
4. Choose **Facility** as your provider type.
5. Complete the online application and upload all required documentation.

Important notes
- You must have an active Availity account to submit an application.
- Applications must include all required forms and supporting documentation to be considered.
- You must currently be accepting new patients to apply.
- Based on your application, Carelon will determine applicable networks and next steps.

After submission, you can track your application status directly within Availity.

PROVIDER RIGHTS

Provider rights can be found in the provider handbook under the following link: **Carelon Behavioral Health Provider Handbook**.

To check the status of your Credentialing and Contracting application, please utilize the Availity tool. For additional questions, you can outreach to the National Provider Service Line at **800-397-1630.**