

TIP SHEET FOR GROUP ADMINISTRATORS**New Groups and/or New Clinicians being added:**

- Practitioner Data Form: Please complete one for each clinician in the group.
- Any provider that is being enrolled through your group, **must complete their CAQH profile and provide Carelon Behavioral Health access to view the data**, in addition to completing the Practitioner Data Form.
 - Note: Any missing or inaccurate data, will not be considered for Network Participation.
- Demographic information (e.g., Address, Phone Number, Email Address) on each practitioner's application, should be the Group Administrator's information, NOT the provider's personal information. This will allow for one central point of contact for any additional information we may need during the credentialing process.
- Individual providers are not considered in network under the group agreement until all credentialing is completed. Do not begin to see patients until you receive notification from Carelon Behavioral Health that you are in the network and the effective date of that status. Formal, written notification will be sent confirming provider participation.
- Include a full staff roster with your group agreement as well as the individual provider's applications. Return all documents to Carelon Behavioral Health at the same time. This will ensure that all providers are appropriately linked to the group in our system.
 - Note: The authorized group signatory is the only signature required on the group agreement. This signatory agrees to the contractual terms for all members of the practice.
- The group will not be considered in the network until one (1) individual has completed credentialing.
- If applying for Participation with Military OneSource:
 - For all practitioners in the group wishing to participate with the Military OneSource network, each practitioner must sign the "Military OneSource Program Provider Statement of Understanding".
 - The group practice signatory should sign the "Military OneSource Short Term Non-Medical Counseling Program Amendment."

Once Approved, the Group Administrator will be responsible for:

- Please be sure to have any demographic changes as well as any questions or issues about contracts or claims funnel through you as the group administrator, or through one main contact at the group.
- A full updated staff roster will need to be submitted to Carelon Behavioral Health annually.
- Notify Carelon Behavioral Health of any changes to your group's staff roster, prior to 30 days of the change
- Visit our website at www.carelonbehavioralhealth.com to access important provider specific information (e.g, Provider Handbook, webinar presentations, forms, provider newsletters, etc.) as well as try the demonstration of ProviderConnect, our on-line provider web portal. ProviderConnect offers 24/7 access to member eligibility, benefits, claims and authorizations.

If you have any questions, please contact the Carelon Behavioral Health's National Provider Line at (800) 397-1630, between 8a.m. and 8p.m. ET, Monday through Friday.

