



Tip Sheet for Group Administrators

- Include a full staff roster with your group agreement as well as the individual provider's applications. Return all documents at the same time to Carelon Behavioral Health. 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.
- Include the group administrator or office manager's contact information (e.g., phone number, email address) on each practitioner's application. This will allow for one central point of contact for any additional information we may need during the credentialing process.
- 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 as soon as they occur.
- 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.
- The group will not be considered in the network until one (1) individual has completed credentialing.
- 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.
- 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 applying for Participation with Military OneSource, please note: 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."
- In Network Practitioner Group Addition Form: Please complete one for each clinician in the group. This form will need to be submitted with each added or deleted practitioner for the group. For any new practitioners in the group this form should be attached to the credentialing application (Practitioner Group Data Form).

**If you have any questions, please contact the
Carelon Behavioral Health's National Provider Line at 800.397.1630,
between 8 a.m. and 8 p.m. ET, Monday through Friday.**