Key Information for Provider Groups: Roster Automation

What to Expect

- Enhanced communications: automated email updates to keep you informed on progress.
- Faster turnaround: Automation speeds up processing and integration.
- Higher accuracy: Data errors and inconsistencies are minimized.
- One centralized intake: A single, streamlined entry point for roster submissions.
- Feedback loop: Feedback you share with your Carelon Behavioral Health contact(s) will be invaluable in continually improving our processes based on your input.

Benefits of using Roster Automation

Delegated & Non-Delegated Providers:
- Add new locations (if within current state)
- Processing of clinician contract adds for those who have active credentialing under another group or solo record
- Basic demographic changes
- Processing of clinician terms
- Update clinician in directory
- Update clinician hours

Please Note:
- For non-delegated groups, non-credentialed providers should still be submitted through Availity.
- Delegated groups can add any qualified providers.
- Information provided through this process will flow to the group's Anthem contracted markets as well.

Training Resources

- Access our training: 360 Articulate Provider Roster Automation Training
- A Provider Town Hall session will be scheduled for early September. Stay tuned for more information on how to access the Town Hall.
- Once roster automation has launched, you will be able to access further details about the technology in the Carelon Behavioral Health Provider Handbook.

How to Prepare

- Inform your team involved in roster management about these changes. Encourage your team to set aside time for training to ensure everyone is well acquainted with the new process and standard template.
- Take this opportunity to review and optimize your current roster management practices in anticipation of the new process.

Things to consider

- Completed rosters need to be submitted via email to CBHRosterIntake@carelon.com
- All submissions should be completed using the provided Carelon Behavioral Health standard template
- Rosters should include only providers covered under Carelon contracts
- Do not include provisionally credentialed nor provisional credentialed dates
- All fields in red or with a double asterisk are required
- Do not change the existing format of the template
- Utilize all dropdown functions when possible (cut & paste available IF data matches)
- There are three separate tabs to be used for provider additions, terms, and changes
- Save your template using the following naming convention: *[Provider Group Name_date].xls*
- Enter one provider per row. If a provider has multiple state licenses, service locations, etc. please add that information onto the next row accompanied by the provider's information again.
- A compatibility check is done at the roster level. If a roster is "incompatible," records within it will not reach Carelon Behavioral Health. When this happens, a provider group will receive an email notification with an error report outlining what the errors are and how to correct them.
- Password protected files cannot be opened, encryption could result in delays and incompatibility, restricting access will result in the file rejecting for incompatibility.

- The file size limit for emailing your roster is 30MB, if your file is larger than this then you will need to your roster into multiple files for submission.
  - To check the size of your file: open the file, click on "File" in the top left bar, navigate to "Info" and you will see the file size under "Properties."

Home	Properties ⌄	
New		
Open		
Info	Size	8.34KB
Save	Title	Add a title
Save As		
Print	Tags	Add a tag
Share		
Export	Categories	Add a category
Close		