



EAP Provider Claims Submission Using Availity Essentials Frequently Asked Questions (FAQ)

Overview

Please be advised that effective December 2nd, 2024, providers are to submit a CMS 1500 Claim form to be reimbursed for EAP services. Claims can be submitted through Availity Essentials. Please review the FAQs below to learn more about Availity Essentials and how to become a registered user.

Q1: How does this EAP claims submission change positively affect Carelon Behavioral Health EAP providers?

A1: Using Availity Essentials allows providers to streamline workflows with multi-payer access. With this new update, providers will be able to submit EAP claims, search, and review claims details, and will no longer be required to submit the Case Activity Form (CAF).

Q2: Will Carelon providers need to do anything as a result of this change?

A2: Yes. Providers who are not currently registered with Availity will need to create an account and be sure to associate their Carelon provider portal (ProviderConnect) to their Availity account. Providers who are currently registered with Availity will need to make sure their account is properly associated to their Carelon provider portal account (ProviderConnect).

Providers should use CPT code 99404 with an HJ modifier and a suggested diagnosis code of R69 for EAP services. Please note that a claim will be processed if another diagnosis code is submitted. If a CMS 1500 Claim Form is submitted for EAP dates of service prior to December 2, 2024, the claim will be denied. Claims submitted via a CAF will continue to be processed up to 90 days after the December 2, 2024, effective date.

Q3: What is Availity Essentials?

A3: Availity Essentials (Availity) is a secure, one-stop, self-service, multi-payer portal that supports the day-to-day needs of your patients and office. Registered Availity users can quickly check patient eligibility and benefits, submit authorizations, view previously submitted authorization requests, search and review claim details, access payer spaces and more online, without having to call Carelon Behavioral Health. There is no cost for you to register and begin accessing the many resources available to you on Availity.

Q4: How do I register for Availity Essentials?

A4: Please see the instructions below to register and get started with Availity Essentials.

Providers new to Availity:

Providers who are not yet registered with Availity, can sign up today, at no charge. If you need registration assistance, contact Availity Client Services at **1-800-282-4548**.

You can also visit the **Register and Get Started with Availity Essentials** page at www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/ to learn more. Here you can register for live webinars to guide you through registering an account and organization with Availity, access pre-recorded webinars, and download Availity registration guides.

For more information on Availity Essentials, visit our website at www.carelonbehavioralhealth.com/providers/resources/provider-portals/availity-essentials.

Q5: Is there a cost associated with creating an Availity Essentials account?

A5: No. There is not cost associated with creating an Availity Essentials account.



Q6: What resources are available for new Availity users?

A6: New Availity users can visit the **Register and Get Started with Availity Essentials** page at www.availity.com/documents/learning/LP_AP_GetStarted/index.html#/ to access live trainings, pre-recorded trainings, Availity Essentials Registration Guides, Availity Essentials Resources and more! See Q3 for new user registration training information.

Q7: Will Carelon discontinue the use of the existing Provider Portal?

A7: No. You will still be able to access ProviderConnect through our current login page and via single sign-on through Availity.

Q8: Do we need to create a new account in Availity if we want to continue using the Carelon Provider Portal?

A8: Yes. If you are not an already registered user, you will need to register with Availity to access the Carelon provider portal, through Availity's single sign-on.

Q9: Do we need to manage two different sign-ons (Availity/ProviderConnect)

A9: Once you have registered for Availity and linked your existing ProviderConnect accounts to Availity, you will only need to manage one sign-on through Availity.

Q10: Who do we contact if we have claims questions?

A10: For questions regarding how to navigate Availity, please contact Availity Client Services at **1-800-282-4548**. Assistance is available Monday through Friday 8 AM – 8 PM ET.

For questions regarding claims / data processing for Carelon Behavioral Health, please contact Carelon Behavioral Health at **1-800-888-3944** Monday through Friday 8 AM – 9 PM ET.

Q11: Who do we contact for technical issues, password reset, etc.?

A11: For technical issues or help with password reset, contact Availity Client Services at **1-800-282-4548**. Assistance is available Monday through Friday 8 AM – 8 PM ET.

Q12: How do providers who are not currently registered with ProviderConnect get setup in Availity?

A12: Providers who are not yet registered with ProviderConnect must register to successfully link back to their Availity account. To register for ProviderConnect visit providerportal.carelonbehavioralhealth.com/index.html#/registration/info.