



EAP Network Integration FAQs

(Please note: Behavioral Health integration details are not included in this FAQ and will be developed as key decisions are made.)

Overview

Anthem EAP provider contracts (WellPoint Behavioral Health EAP) have been assigned to Carelon Wellbeing, Carelon Behavioral Health's Employee Assistance Program (EAP)

- Providers will be able to see both Anthem and Carelon Wellbeing EAP members.
- Anthem and Carelon Wellbeing will continue to use separate EAP correspondence/authorization letters with the respective company brands/logos.
- Providers will need to refer to the brand/logo on the correspondence to determine which company authorized the EAP services and thus, where to send requests for payment.

Questions and Answers

Q1: Does this change affect an Anthem EAP provider who is also contracted with Carelon Wellbeing for EAP?

A: Yes, as of January 1, 2021, our goal is to have each EAP provider have only one valid EAP Agreement. Consequently, providers that currently have existing contracts with both Anthem and Carelon Wellbeing EAP networks will have one of their contracts terminated.

Q1: How do providers confirm their EAP reimbursement rate?

A: Providers should call the EAP Provider Line at 1-888-650-5748, Monday through -Friday from 9 a.m. to 7 p.m. ET, or via email at EAPProviderNetworks@anthem.com.

Q3: How do providers know if an EAP authorization is for an Anthem or Carelon Wellbeing member?

A: The authorization letter will have either the Anthem or the Carelon logo on the correspondence. Providers can also go to the Anthem and Carelon Provider Portals to check authorizations.



Q4: Do providers have to be re-credentialed by both Anthem and Carelon Wellbeing

A: No, providers will only be re-credentialed once for EAP services on their normal credentialing schedule by Carelon Wellbeing.

Q5: How do providers update their demographic and availability information?

A: All provider demographic and availability updates should be sent via the Carelon Provider Portal or by updating the providers' CAQH profile.

Q6: Do providers have to accept EAP referrals for both Anthem and Carelon Wellbeing members?

A: We took these actions to ensure that providers received the same reimbursement rate for Anthem and Carelon Wellbeing EAP members. However, participation in our EAP provider network does not constitute an agreement to accept all referrals. Instead, we ask providers to accept referrals when they can offer a timely appointment and meet the members' needs.

Q7: Who should providers contact if they do not have appointment availability, are taking a leave of absence, or changing locations?

A: Providers should update their CAQH profile or contact the EAP Provider line at . Update to include Anthem phone number

Q8: Who should providers contact about a Behavioral Health or non-EAP question?

A: At this time, there is no change to your Behavioral Health Agreement, which is separate from your EAP Agreement. Anthem Providers should call the Anthem EAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. to 7 p.m. ET, or via email at EAPProviderNetworks@anthem.com.

Carelton Wellbeing Providers should call the National Provider Service Line available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.



Q9: Who should providers contact if they no longer want to participate in the EAP network?

A: Providers should call the Anthem EAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. to 7 p.m. ET

Q10: How do I add EAP providers to a group practice that is already credentialed with Carelon Wellbeing?

A: Please submit a credentialing application via the Carelon Behavioral Health provider portal

Q11: How do new providers join the EAP network?

A: Providers interested in joining the EAP network can submit their application via the Carelon Provider Portal, www.carelonbehavioralhealth.com/providers/joinournetwork

If the provider is part of a group or is already credentialed by Carelon, then the provider should call the Carelon National Provider Service Line, which is available at 800-397-1630, Monday through Friday from 8 a.m. and 8 p.m. ET.

Q12: Who should providers contact about EAP claims issues or concerns

A: Both Anthem and Carelon Wellbeing will continue to process EAP claims for their clients.

For Anthem claims issues and concerns, call the EAP Provider Line at 1-888-650-5748, Monday through Friday from 9 a.m. and 7 p.m. ET or via email at EAPProviderNetworks@anthem.com.

For Carelon Wellbeing claims issues, call the National Provider Service Line at 800-397-1630 between 8 a.m. and 8 p.m. ET, Monday through Friday.

Q13. Is the reimbursement rate different for Carelon Wellbeing/Anthem telehealth services or is the reimbursement rate the same as face-to-face services?

A: Anthem and Carelon Wellbeing both reimburse telehealth EAP services at the same rate as face-to-face care.