

## eServices Terms of Use and Account Authorization

Complete this form to enroll in eServices Transactions with Carelon Behavioral Health

### Introduction

This document is for designating the Carelon Behavioral Health (Carelon) application Account Administrator, responsible for management, activation, and deactivation of all users at the Account Administrator's provider organization who access eServices on the Carelon website, [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com). eServices is a Carelon Internet application, available to contracted providers serving enrolled members of our customer health plans. eServices is designed to enable easy and secure access to a host of clinical, administrative, and patient information to perform business transactions with Carelon. Utilizing eServices, providers are able to verify plan member eligibility, submit authorization requests, view or print authorization status, submit claims, and view and print claims status, among many other functions.

Carelon requires that the contract or designated manager from the contracted provider organization serve as the Account Administrator for all eServices user accounts from within their organization having access to Carelon's eServices application. As the Account Administrator on behalf of your organization, you will be required to manage activation, access levels, and deactivation for each user in your organization. Carelon is making the features on the eServices portal of its website available to you and the organization's staff as authorized representatives ("Users" or "You") of a contracted health care provider rendering services to Carelon's covered members. In using eServices, you will be allowed access to certain confidential and individually identifiable protected health information (hereinafter "Protected Health Information"). In exchange for such access, you agree to take certain precautions, comply with certain practices, and implement certain procedures required by applicable law and Carelon for the purpose of guarding data integrity and safeguarding the confidentiality of Protected Health Information as specifically described below.

### User's Responsibilities and Obligations

- By certifying that you are the contract or designated manager for this organization, you agree that you have the legal authority, right, and ability to agree to these eServices Terms of Use and that you will use [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com) in a manner consistent with the website and eServices Terms of Use. You represent that you have the right to access information about yourself or the health plan members as the treating provider or his/her designee. You further agree that you will comply with all applicable laws and regulations and that you will maintain the confidentiality of any information you access through this website. You agree that you will protect the integrity, confidentiality and availability of all electronically transmitted or electronically maintained Protected Health Information exchanged through this website as required by any applicable laws or regulations.
- You agree that, as Account Administrator for your organization's users, you will be responsible for activation of user accounts, granting levels of access for those user accounts, and deactivation of user accounts not in use.
- You agree that you will deactivate any users no longer employed with your organization, and that you will notify Carelon of eServices users terminated from your provider organization within 30 days of termination of employment, for any reason.
- You agree not to use or further disclose Protected Health Information in a manner that, if undertaken by Carelon, would violate the requirements of the HIPAA Privacy Regulations.
- You agree not to use or further disclose Protected Health Information other than as permitted or required by this Agreement. You agree to use appropriate safeguards to prevent any use or disclosure of Protected Health Information that is not permitted under applicable law.
- You and your organization's user names and passwords are intended to protect the Protected Health Information of the health plan's members your organization has access to. You and the users at your organization are responsible for keeping their user names and passwords confidential and you hereby agree that you and your users will not disclose the user name or password to others. You agree that you will be solely responsible for all activity or transactions that are tracked to your and your organization's user names and passwords through this website and application.

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- You acknowledge that you are acting as an independent contractor, and you are not an agent of Carelon and have no authority to represent Carelon as to any matters.
- You understand that eServices users must independently register for their individual user name and password at [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com).

### Changes, Updates, Governing Law

These Terms of Use may change from time to time, and changes will be posted on the Carelon website so that you will always be aware of our Terms of Use. By using the eServices sections of [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com) or doing any of the activities described above after changes have been made to these Terms of Use, you are agreeing to accept these changes. You

may not amend or modify these Terms of Use without prior written agreement from Carelon. The laws of your respective state shall govern these Terms of Use. You agree to submit to the exclusive jurisdiction of the courts in your respective state and waive any jurisdiction venue or inconvenient forum objections to such court.

### Termination

Carelon may terminate these Terms of Use, any rights granted to you hereunder, and your access to eServices on [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com) at any time, with or without cause, without notice, and without penalty. It is the contracted provider's responsibility to inform Carelon of any changes in employee status of staff members who have eServices username and passwords.

### Unauthorized Use/Misuse

Unauthorized entry (commonly referred to as hacking) into any portion of [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com), or misuse (for fraudulent, malicious, and/or deceptive purposes) may constitute crimes under state and/or federal law. Any such violations will be pursued and prosecuted to the fullest extent permitted by law.

Use of eServices usernames and passwords belonging to other staff members will result in termination of those users' eServices accounts. In order to protect Personal Health Information of members and to maintain the integrity of eServices, under no circumstances is sharing of usernames and passwords permitted to access Carelon's eServices.

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Each individual user must register for individual usernames and passwords for Carelon's eServices website at [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com).

I have read and accepted the Terms of Use for Carelon eServices and I hereby certify that I am an employee of this organization and am hereby designated the Account Administrator responsible for managing all eServices user accounts including activation, assigning access levels, and deactivations. I hereby certify that I am the contract or designated manager for this organization, and I understand that violation of any of these Terms of Use will result in deactivation of the user accounts affected.

### Provider Information

\_\_\_\_\_  
Provider Name

\_\_\_\_\_  
Provider Username

\_\_\_\_\_  
Practice Address

\_\_\_\_\_  
City, State, Zip Code

\_\_\_\_\_  
NPI #

\_\_\_\_\_  
Tax ID #

\_\_\_\_\_  
Telephone Number

\_\_\_\_\_  
Fax Number

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

**Please return this form including the Terms and Conditions  
via fax to 866-698-6032**

**Incomplete, incorrect, or illegible forms may delay or prevent proper processing.**