



Key Information for Facilities: 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

- Basic demographic changes
- Processing of clinician terms

Please Note:

- Information provided through this process will flow to Anthem contracted markets as well.
- Emails sent to CBHFacilityRosterIntake@Carelton.com will receive automated responses only, please reach out to your network manager/PR/National Provider line with questions.
- CBHFacilityRosterIntake@Carelton.com is for facility rosters only, please refer to the provider manual for Supervised Clinician Group Roster, Roster for ABA Paraprofessional Provider, Change of Address, W-9, Cert of Liability Insurance, LOI and all other form processing.

Important: uploading incorrect forms can lead to processing issues.

Training Resources

- Access our training: [Roster Automation Training-Facilities](#)
- Access further details about the technology in the [Carelton 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 CBHFacilityRosterIntake@Carelton.com
- Each Tax Identification Number (TIN) should be submitted on its own Carelon Behavioral Health Standard Template
- All submissions should be completed using the provided [Carelton Behavioral Health standard template](#)
- All fields in red or with a double asterisk are required
- Required fields must be completed and cannot be left blank. N/A or NA is not acceptable for required fields.
- Rosters should include only providers covered under Carelon contracts
- Do not change the existing format of the template
- Utilize all dropdown functions when possible (cut & paste available IF data matches)
- 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, you 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 cut 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

📄

New

📁

Open

Info

Save

Save As

Print

Share

Export

Close

Properties ▾

Size

8.34KB

Title

Add a title

Tags

Add a tag

Categories

Add a category