



## New Provider Frequently Asked Questions (FAQ)

We want to ensure your transition to Carelon Behavioral Health is seamless. You can find answers to our most common questions regarding new provider enrollment below.

### **Q1: Will I be listed as participating in the Carelon provider directory?**

A1: Yes, you will be listed as a participating network provider in the Carelon provider directory upon your contract effective date. Effective date is listed in your provider agreement.

### **Q2: What is a CAQH Profile and how does Carelon utilize this information?**

A2: Your CAQH (i.e. Council for Affordable Quality Healthcare) profile provides Carelon with important information on you and your practice, including whether or not you are currently accepting new patients, demographic information (such as languages other than English that are spoken in your practice), and whether or not you provide telehealth services, which has become increasingly important to members. To ensure you stay compliant, we recommend updating your profile on a quarterly basis. You may access your CAQH profile at [proview.caqh.org/Login/Index?ReturnUrl=%2f](https://proview.caqh.org/Login/Index?ReturnUrl=%2f)

### **Q3: What is Carelon's Verification/Credentialing Process?**

A3: Since you are now a participating provider within the Carelon network, it is our policy to verify all the information you provided to us in your application. As part of the credentialing process, we have reviewed and will continue to verify your information through CAQH, including but not limited to: demographic information, board certification and licensure by contacting the appropriate external sources (i.e., the American Board of Medical Specialties concerning board certification and the Federation of State Medical Boards concerning licensure). Any time your information changes, you are required to update that information in CAQH. Failure to do so may result in suppression of your file in our Directory or removal from the network. You will be notified immediately in the event Carelon receives inconsistent information as a result of this process. Please be advised that such a discrepancy may result in termination of your provider agreement.

### **Q4: As a new provider joining Carelon's network, what resources are available to me?**

A4: Carelon wants to ensure that all providers, especially those new to our network, have many resources available to them. Below is a quick reference guide to the most frequently utilized resources:

- **Provider Handbook:**

*Information on standard policies, procedures and guidelines including Clinical Practice Guidelines and Medical Necessity Criteria*

[www.carelonbehavioralhealth.com/providers/resources/provider-handbook](https://www.carelonbehavioralhealth.com/providers/resources/provider-handbook)

*Additional policies for specific plans/networks*

[www.carelonbehavioralhealth.com/providers/forms-and-guides](https://www.carelonbehavioralhealth.com/providers/forms-and-guides)

- **Provider Resources:**

*Network-specific information, provider portal, video tutorials, and important tools*

[www.carelonbehavioralhealth.com/providers](https://www.carelonbehavioralhealth.com/providers)

- **Provider Forms and Documents:**

*Administrative, clinical, and EAP forms*

[www.carelonbehavioralhealth.com/providers/forms-and-guides](https://www.carelonbehavioralhealth.com/providers/forms-and-guides)



— **BH Screening Program Information and Clinical Tools:**

*HEDIS tip sheets, provider training materials, screening tools, and webinars*

[www.carelonbehavioralhealth.com/providers/resources/quality-improvement](http://www.carelonbehavioralhealth.com/providers/resources/quality-improvement)

— **Carelon Behavioral Health Availability Essentials Provider Resources:**

*Carelon's preferred multi-payer portal for claims submissions, eligibility and benefits, and claim status*

[www.carelonbehavioralhealth.com/providers/resources/provider-portals/availability-essentials](http://www.carelonbehavioralhealth.com/providers/resources/provider-portals/availability-essentials)

**Q5: What is the Provider Portal and why is it important?**

A5: The Carelon Provider Portal, known as [ProviderConnect](#), allows providers to review and submit claims and authorization requests. Providers can also use [ProviderConnect](#) to validate provider specific demographics. Our message center also allows you to communicate directly with members.

**Q6: How do I access the Provider Portal?**

A6: You can access the Provider Portal at [providerportal.carelonbehavioralhealth.com](http://providerportal.carelonbehavioralhealth.com)

To register as a new user:

1. Go to Carelon website at [carelonbehavioralhealth.com](http://carelonbehavioralhealth.com), hover over the Provider tab on the top, and click Carelon Providers.
2. In the Provider Dashboard section, click on the red button titled "Provider Portal."
3. Once you click on the Provider Portal link, you will be directed to the login screen at <https://providerportal.carelonbehavioralhealth.com>.
4. Click the "Sign up here" link to register.
5. As a new user, you will need to provide the following information:
  - a. NPI Number
  - b. Tax ID
  - c. Primary Email Address
  - d. Phone Number
  - e. Provider CAS ID
  - f. A unique password that includes special characters
  - g. Answer to a security question
6. If you wish to be able to submit claims or communicate directly with members via ProviderConnect, check both the boxes on the Review page.
7. Once you finish adding your information, click "Continue."
8. If the registration was successful, you will be directed to the ProviderConnect Use Agreement.
9. Click "I Agree," and you will be directed to the ProviderConnect Portal.



**Q7: Where do I file claims?**

A7: Effective March 1, 2022, Availity is the preferred claims contractor for claims. Availity is a secure, one-stop, self-service claims website that gives providers a seamless claims processing experience. Please submit any claims through the Availity Portal using Direct Data Entry (Professional and Facility claim) applications or EDI through the Availity EDI Gateway.

**Q8: How do I register with Availity?**

A8: To register with Availity:

1. Go to the Availity Portal at [availity.com](https://www.availity.com) to complete the steps for your registration. Once you are registered, you will receive an email from Availity.
2. In the Notification Center section, you will see the following message:
  - o Select **Start your Onboarding Journey: Learn about Availity's Tools and Features** to take an introductory class and learn about the functions and applications in Availity Portal.
3. To access the Availity Learning Center – Select Help and Training > Get Trained
4. To access online help, select Help & Training > Find Help
5. For further assistance, select Availity support in the Help and Training Menu to open a support ticket or browse articles in the support community.

**Q9: Whom should I contact if I have a question about Availity?**

A9: Contact Availity Client Services at **1-800-282-4548**, 8 a.m. to 8 p.m. ET, Monday through Friday for additional support.

**Q10: Does Availity offer any claims training for new users?**

A10: Yes, Availity provides many tools and training resources for new users on topics such as eligibility, claims and compliance. You may access training sources at [www.availity.com/training-and-education](https://www.availity.com/training-and-education) or by logging into the Availity portal at [www.availity.com/provider-portal](https://www.availity.com/provider-portal). After logging into the Availity portal, select Help & Training > Get Trained

**Q11: Does Carelon offer any training for new providers?**

A11: Yes, Carelon offers training opportunities, including webinars, for new providers. To see a list of current options, please visit the Carelon Training Calendar at [www.carelonbehavioralhealth.com/providers/resources/trainings](https://www.carelonbehavioralhealth.com/providers/resources/trainings).

**Q12: How do I update my demographic information?**

A12: Below are options for updating demographic information for both CAQH participating providers and non-CAQH participating providers:

CAQH Participating Providers

- Go to your CAQH Provider Directory Snapshot at [proview.caqh.org/login/](https://proview.caqh.org/login/)
- Update provider data elements as necessary and attest to the accuracy
- When updating your CAQH profile, it is important to select “Global” for your access to ensure Carelon can review these changes to your data
- For questions about CAQH, please contact CAQH directly at **888-599-1771**. Chat support is also available at [proview.caqh.org/PR](https://proview.caqh.org/PR).



#### Non-CAQH Participating Providers

- Provider data information can be updated and/or attested to by logging in to the Carelon Provider Portal at the following link: <https://providerportal.carelonbehavioralhealth.com>.
- Log-in using your ProviderConnect credentials
- Choose "Update Demographic Information"
- Scroll to bottom of page and choose "Attestation"
- Update data elements as needed and click "Save Attestation"

#### **Q13: How do I request a copy of my provider agreement?**

**A13:** To request a copy of your provider agreement, contact Carelon National Provider Services Line at **1-800-397-1630**, from 8 a.m. to 8 p.m. ET, Monday through Friday.

#### **Q14: Whom should I contact if I have additional questions?**

**A14:** For additional questions, contact Carelon National Provider Services Line at **1-800-397-1630**, from 8 a.m. to 8 p.m. ET, Monday through Friday.