

Quick Reference Guide Wellpoint, Inc. (Medicaid)	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings/ *
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service for Wellpoint	1-833-731-2143, 7:30 a.m. to 6 p.m. CT, Monday through Friday
Medicare Advantage Customer Service AT & T Relay Service	1-866-805-4589 For English, please call 1-800-855-2880. For Spanish, please call 1-800-855-2884.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Claim Submission	Process claims faster by submitting electronically. Please use the Availity portal, www.Availity.com or your existing clearinghouse. Availity: Your Payer Name is Wellpoint and the Payer ID is WLPNT.
Claims Status Inquiry	Please utilize the Availity portal, www.Availity.com . From the Availity home page, select Claims & Payments from the top navigation, and then select Claims Status Inquiry from the drop-down menu. Call the Provider Inquiry Line as follows: <ul style="list-style-type: none"> • Medicaid: 1-833-731-2143 • Medicare: 1-866-805-4589
Claim Issue Resolution	Claim payment dispute options: <ul style="list-style-type: none"> • Verbal (reconsideration only): Verbal submissions may be submitted by calling Provider Services at 1-833-731-2143. • Availity Portal (reconsideration and claim payment appeal): Wellpoint can receive reconsiderations and claim payment appeals via the secure Provider Availity Payment Appeal Tool at https://www.availity.com. Supporting documentation can be uploaded on the Availity Portal. You will receive immediate acknowledgement of your submission. • Written reconsiderations and claim payment appeals should be mailed to: Wellpoint, Inc. Provider Payment Disputes P.O. Box 61599 Virginia Beach, VA 23466-1599 <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, utilize the chat feature in Availity, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday

* Carelon Behavioral Health is an independent company providing behavioral health management services on behalf of Wellpoint, Inc.

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<https://www.provider.wellpoint.com/iowa-provider/home>

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Notification/Precertification	<p>May be submitted via the following methods:</p> <ul style="list-style-type: none"> ➤ Availity (https://www.availity.com) ➤ Telephone: 1-833-731-2143 - Inpatient ➤ You may also request preauthorization via fax. Wellpoint-approved fax forms can be obtained at https://www.provider.wellpoint.com/iowa-provider/home. <p>Note: All requests for precertification for psychological and neuropsychological testing beyond the three-hour initial limit should be submitted via electronically via www.availity.com</p> <p>For Medicare Advantage members, please call Provider Services at 1-866-805-4589 or submit online via Availity.</p>
Eligibility & Benefits	<p>Real-time member enrollment and eligibility verification for IA Health Link is available 24 hours a day, 7 days a week, by calling the hotline or using the website to determine the member's specific benefit plan and coverage:</p> <ul style="list-style-type: none"> • Automated voice response: 1-800-338-7752 (24 hours a day, 7 days a week) • Website: https://dhs.iowa.gov/ime/providers <p>Contact Provider Services to verify enrollment and benefits for our members:</p> <ul style="list-style-type: none"> • Phone: 1-833-731-2143, 7:30 a.m. to 6 p.m. CT, Monday through Friday • The Wellpoint provider website: https://www.provider.wellpoint.com/iowa-provider/home <p>For Medicare Advantage members, please visit Availity at https://www.availity.com/ or contact the DSU at 1-866-805-4589 for member eligibility. From the Availity homepage, select Patient Registration from the top navigation and then select Eligibility and Benefits Inquiry.</p>
Credentialing/Recertification	<p>Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday</p>
Provider Demographic Changes	<p>All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's CAQH profile. When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 7 a.m. to 7 p.m. ET, Monday through Friday to update your demographic information.</p>
Behavioral Health Forms and Resources	<p>https://www.provider.wellpoint.com/iowa-provider/patient-care/behavioral-health</p>
Medical Policies and Clinical UM Guidelines	<p>https://www.provider.wellpoint.com/iowa-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines</p>
Provider Policies, Guidelines and Manuals	<p>https://www.provider.wellpoint.com/iowa-provider/resources/manuals-and-guides</p>
Provider Experience Associate	<p>provider.inquiry.IA@carelon.com</p>

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