



CARELON BEHAVIORAL HEALTH

MAINE COMMERCIAL ADDENDUM

Any policies contained in this Provider Handbook Addendum will supersede those policies contained in Carelon Behavioral Health’s [National Provider Handbook](#). This Addendum is specific Anthem Blue Cross and Blue Shield (Anthem) in Maine for Commercial.*

Table of Contents

Anthem Blue Cross and Blue Shield (Anthem) in Maine for Commercial	3
---	----------

* Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of Anthem Blue Cross and Blue Shield.

Anthem Blue Cross and Blue Shield (Anthem) in Maine for Commercial

The following chapters referenced below correspond with the chapters found in the Carelon Behavioral Health (Carelon) [National Provider Handbook](#). Information included under each chapter is specific to your Plan.

1. INTRODUCTION

See Carelon national handbook

2. ELECTRONIC RESOURCES

See Carelon national handbook

3. PARTICIPATING PROVIDERS

See Carelon national handbook

4. CREDENTIALING AND RE-CREDENTIALING

See Carelon national handbook

5. OFFICE PROCEDURES

See Carelon national handbook

6. SERVICES TO MEMBERS

Please utilize the Availity portal, www.Availity.com.

From the Availity homepage, select Patient Registration from the top navigation, and then select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.

Please reference the Carelon national handbook for any additional information.

7. MEMBER RIGHTS AND RESPONSIBILITIES

See Carelon national handbook

8. PARTICIPATING PROVIDER COMPLAINTS AND GRIEVANCES

See Carelon national handbook

9. CLAIMS PROCEDURES

Availity Essentials Help Desk: Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday

Claims Submission:

Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.

Paper Claims maybe submitted to:

Anthem Blue Cross and Blue Shield in Maine
P.O. Box 533
North Haven, CT 06473

For more on claims submission information please reference the Anthem Blue Cross and Blue Shield Maine Provider Manual by visiting:
www.anthem.com/provider/policies/manuals

Claims Payment Dispute:

There are several options to file a Claim Payment Dispute:

- Online through the Availity portal
- Mail all required documentation to the address below:
Anthem Blue Cross and Blue Shield in Maine
Attention: Anthem Claim Payment Dispute
P.O. Box 533
North Haven, CT 06473-4201
- Call the number on the back of the Member ID Card.

For claim issue resolution, you can also call the Maine dedicated provider line at 1-833-690-2936.

If you have completed the steps above and the issue has not been resolved to your satisfaction, please utilize the chat feature in Availity, and then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. EST, Monday through Friday.

For more on claims payment dispute information please reference the Anthem Blue Cross and Blue Shield Maine Provider Manual for Commercial by visiting:
www.anthem.com/provider/policies/manuals

To check claims status or dispute a claim:

1. From the Availity Essentials home page, select Claims & Payments from the top navigation.
2. Select Claim Status Inquiry from the drop-down menu.
3. Submit an inquiry and review the Claims Status Detail page.
4. If the claim is denied or final, there will be an option to dispute the claim. Select Dispute the Claim to begin this process. You'll be redirected to the Payer site to complete the submission.

Resources for the Availity Essentials portal can be found here:

<https://gateway.on24.com/wcc/eh/3555851/category/104185>

Claim Payment Reconsiderations can be submitted via phone, Availity Essentials or in writing. Providers and Facilities have 365 days from the issue date of the EOP, unless otherwise required by State law or such time-period set forth in the Provider or Facility Agreement.

Please reference the [Anthem provider handbook](#) for any additional information.

10. UTILIZATION MANAGEMENT

See Carelon national handbook

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:

provider.relations.ME@carelon.com

Provider Education Webinars:

<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

General Provider Training Inquires:

Provider.training@carelon.com

Anthem Behavioral Health Resources: www.anthem.com/provider/behavioral-health/?cnslocale=en_US_me

Anthem Forms and Guides:

www.anthem.com/provider/forms/?cnslocale=en_US_me

Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:

www.anthem.com/provider/policies/?cnslocale=en_US_me