



| Quick Reference Guide Anthem Blue Cross and Blue Shield Maine Commercial and Medicare Advantage | |
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| Topic | Resource |
| Provider Education Webinars General Provider Training Inquiries | https://www.carelonbehavioralhealth.com/providers/resources/trainings Provider.training@carelon.com |
| Customer Service | 1-833-690-2936, 8:30 a.m. to 5 p.m. EST |
| Carelon Behavioral Health National Provider Service Line | 1-800-397-1630, 8 a.m. to 8 p.m. EST, Monday through Friday |
| Claim Submission | <p>Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.</p> <p>Paper Claims may be submitted to: Anthem Blue Cross Blue Shield Maine P.O. Box 533 North Haven, CT 06473</p> |
| Claims Status Inquiry | <p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation. Select Claims Status from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call Customer Service at 1-833-690-2936, 8:30 a.m. to 5 p.m. EST.</p> |
| Claim Issue Resolution | <p>There are several options to file a Claim Payment Dispute:</p> <ul style="list-style-type: none"> • Online through the Availity portal • Mail all required documentation to the address below: Anthem Blue Cross 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. <p>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.</p> |
| Availity Help Desk (for Availity technical support) | Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday |
| Notification/Precertification | Please call the phone number on the back of the Member ID card. |



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| Eligibility & Benefits | <p>Please utilize the Availity portal, www.Availity.com.</p> <p>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.</p> |
| Credentialing/Recredentialing | <p>Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, 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 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.</p> |
| Behavioral Health Resources | <p>https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_me</p> |
| Provider Forms & Guides | <p>https://www.anthem.com/provider/forms/?cnslocale=en_US_me</p> |
| Policies (Medical and Reimbursement), Clinical Guidelines and Manuals | <p>https://www.anthem.com/provider/policies/?cnslocale=en_US_me</p> |
| Claims Submission | <p>https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_me</p> |
| Provider Experience Associate | <p>NetworkIntegration.ME@carelon.com</p> |