



Healthy Blue



CARELON BEHAVIORAL HEALTH

HEALTHY BLUE IN MISSOURI MEDICAID 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 to Healthy Blue MO.*

Table of Contents

Healthy Blue.....**Error! Bookmark not defined.**

* Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of Healthy Blue. Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross Blue Shield Association. MOHB-CD-040272-23 September 2023

Healthy Blue

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

Eligibility & Benefits: Please call 1-833-405-9086 or go to:

<https://provider.healthybluemo.com/missouri-provider/eligibility>

Healthy Blue Member/Benefits Customer Service:

Please call the number on the back of the member's 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, 7 a.m. to 7 p.m. CT, Monday through Friday

<https://provider.healthybluemo.com/missouri-provider/claims>

Claims Submission: For claims submission information please reference the Healthy Blue Provider Manual by visiting:

<https://provider.healthybluemo.com/missouri-provider/resources/manuals-and-guides>

Claims Payment Dispute: For claims payment dispute information please reference the Healthy Blue Provider Manual by visiting:

<https://provider.healthybluemo.com/missouri-provider/resources/manuals-and-guides>

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/111242/>

Claim Payment Reconsiderations can be submitted via phone by calling **1-833-405-9086**, Via Availity Essentials or in writing to

Healthy Blue
P.O. Box 61599
Virginia Beach, VA 23466-1599

By Providers and Facilities within no less than 365 days (one year) from the issue date of the EOP. Reconsiderations filed beyond this timeframe will be considered untimely and denied unless good cause can be established.

Please reference the link below MO HealthNet Managed Care (Medicaid) Provider Manual for any additional information.

[Policies Manuals and Guides | Healthy Blue \(healthybluemo.com\)](#)

10. UTILIZATION MANAGEMENT

Prior Authorization: Please call the number on the back of the member's ID card.

[Prior Authorization Requirements | Healthy Blue \(healthybluemo.com\)](#)

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:

provider.inquiry.mo@carelon.com

Provider Education Webinars:

www.carelonbehavioralhealth.com/providers/resources/trainings

General Provider Training Inquires:

Provider.training@carelon.com

Healthy Blue Behavioral Health Resources:

<https://provider.healthybluemo.com/missouri-provider/patient-care/behavioral-health>

Healthy Blue Forms and Guides:

<https://provider.healthybluemo.com/missouri-provider/resources/forms>

Healthy Blue Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:

<https://provider.healthybluemo.com/missouri-provider/medical-policies-and-clinical-guidelines>