



CARELON BEHAVIORAL HEALTH MISSOURI 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 your state. Providers should refer to their plan-specific section within this Addendum.*

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* 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 Missouri for Commercial and Medicare Advantage

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 utilize the Availity Essentials portal, www.Availity.com or call the number on the back of the member's ID card.

Anthem Member/Benefits Customer Service:

Access the [Availity Essentials](#) web portal or visit the [Quick Contact Guide](#) for the Provider Service number.

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

Claims Submission:

For claims submission information please reference the Anthem Blue Cross and Blue Shield Missouri Provider Manual by visiting:

www.anthem.com/provider/policies/manuals

Claims Payment Dispute: For claims payment dispute information please reference the Anthem Blue Cross and Blue Shield Missouri Provider Manual 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 by Providers and Facilities within no less than 180 days (≈ 6 months) 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 [Anthem provider handbook](#) for any additional information.

10. UTILIZATION MANAGEMENT

Prior Authorization: Access the [Availity Essentials](#) web portal or call the number on the back of the member's ID card.

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

Anthem Behavioral Health Resources:

www.anthem.com/provider/behavioral-health/?cnslocale=en_US_mo

Anthem Forms and Guides:

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

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

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