



Quick Reference Guide Missouri Care, Inc. DBA Healthy Blue	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service	Please call the phone number on the back of the Member ID card.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Claim Submission	Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.
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 Inquiry from the drop-down menu. You may chat or send a Secure Message through the Availity portal for claim status.</p> <p>If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt. Claims can also be checked through our Interactive Voice Response (IVR) system at 1-833-405-9086.</p>
Claim Issue Resolution	<p>Following options are available to submit a claim reconsideration or claim payment dispute:</p> <ol style="list-style-type: none"> 1. Verbally (for reconsiderations only): Call Provider Services at 1-833-405-9086. If you need to include supporting documentation (for example, EOB, Consent Form, medical records, etc.), please do not use this option. 2. Online (for reconsiderations and claim payment appeals): Use the secure Provider Availity Payment Appeal Tool at https://www.availity.com. Through Availity, you can upload supporting documentation and receive immediate acknowledgement of your submission. 3. Written (for reconsiderations and claim payment appeals): Mail all required and supporting documentation to: Healthy Blue 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</p>



	Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.
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
Notification/Precertification	The quickest, most efficient way to request prior authorization is through Availity at https://www.availity.com . From Availity’s home page select Patient Registration Authorizations & Referrals and follow the steps to request and submit the authorization
Eligibility & Benefits	You may call 1-833-405-9086 or go to https://provider.healthybluemo.com .
Credentialing/Recertification	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630 Mon. through Fri., 7 a.m. to 7 p.m. CT.
Provider Demographic Changes	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. CT, Monday through Friday to update your demographic information.
Provider Forms & Guides	https://provider.healthybluemo.com/missouri-provider/resources/forms
Policies (Medical and Reimbursement), Clinical Guidelines and Manuals	https://provider.healthybluemo.com/missouri-provider/resources/manuals-and-guides
Medical Policies & Clinical UM Guidelines	https://provider.healthybluemo.com/missouri-provider/medical-policies-and-clinical-guidelines
Claims Submission	https://provider.healthybluemo.com/missouri-provider/claims
Provider Experience Associate	NetworkIntegration.MO@carelon.com