

Changes to Electronic Claims Submission

Carelon Behavioral Health continues to refine the process of its electronic claims submission application, including the implementation of new claims edits. These edits are in line with industry standards and designed to ensure claims submitted to Carelon Behavioral Health have all of the data elements required to be considered a clean claim and can pass the HIPAA standards published by CMS.

Carelon Behavioral Health is currently contracted with multiple clearinghouses for claim submission. Beginning on March 1, 2022, Carelon's payer space within the [Availity Essentials](#) ("Availity") portal will go live. With the addition of Availity to our contracted entities, users will have the ability to submit both EDI and Direct Entry claim submissions outside of Carelon Behavioral Health-owned portals (i.e. ProviderConnect, eServices, EDI Gateway and FileConnect).

If you submit claims through a clearinghouse or billing service:

Carelon Behavioral Health will continue to accept claim from these entities. The entities submitting claims today will be directed to utilize Availity as their route to send claims to Carelon Behavioral Health . If you are not connecting directly to Carelon Behavioral Health , you will see no change within your day to day operations.

If you submit electronic claims directly to Carelon Behavioral Health via an 837 file (without a clearinghouse or billing service):

Carelon Behavioral Health will outreach to you via email sharing the process to register for use of the Availity portal. As of March 2022, Carelon Behavioral Health will stop accepted claims directly from submitters other than Availity.

If you submit claims via single claims data entry on a Carelon Behavioral Health website:

Carelon Behavioral Health will direct you to our new single claim data entry screens available within the Availity portal. The new single claim entry screens will allow for submission of both professional and institutional claim types.

EAP Claim submission will not be managed through Availity. If you are a contracted provider for EAP services, please continue to submit your claims through ProviderConnect.

We are pleased to have the opportunity to collaborate with you as we implement this important new process. We will work closely with you to assure the transition goes as smoothly as possible. If you have additional questions, please contact our EDI helpdesk at 1-888-247-9311 or contact e-supportservices@carelonbehavioralhealth.com.