



# **CARELON BEHAVIORAL HEALTH**

ANTHEM BLUE CROSS AND BLUE SHIELD (ANTHEM)  
IN NEW HAMPSHIRE FOR COMMERCIAL AND  
MEDICARE ADVANTAGE 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 Anthem Blue Cross and Blue Shield in New Hampshire for Commercial and Medicare Advantage.*

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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 New Hampshire 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](http://www.Availity.com) or call the number on the back of the member's ID card.

**Anthem Member/Benefits Customer Service:**

Please call the number on the back of the member's ID card or use the Availity Essentials portal at [www.Availity.com](http://www.Availity.com).

*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, 8 a.m. to 8 p.m. ET, Monday through Friday

### **Claims Submission:**

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

[www.anthem.com/provider/policies/manuals](http://www.anthem.com/provider/policies/manuals)

**Claims Payment Dispute:** For claims payment dispute information please reference the Anthem Blue Cross and Blue Shield New Hampshire Provider Manual by visiting: [www.anthem.com/provider/policies/manuals](http://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. Providers and Facilities have 365 days from the issue date of the EOP, unless otherwise required by State law or such time-period set forth in the Provider or Facility Agreement.

*Please reference the [Anthem provider handbook](#) for any additional information.*

## 10. UTILIZATION MANAGEMENT

**Prior Authorization:** Please 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.relations.NH@carelon.com](mailto:provider.relations.NH@carelon.com)

**Provider Education Webinars:**

[www.carelonbehavioralhealth.com/providers/resources/trainings](http://www.carelonbehavioralhealth.com/providers/resources/trainings)

**General Provider Training Inquires:**

[Provider.training@carelon.com](mailto:Provider.training@carelon.com)

**Anthem Behavioral Health Resources:**

[www.anthem.com/provider/behavioral-health/?cnslocale=en\\_US\\_nh](http://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_nh)

**Anthem Forms and Guides:**

[www.anthem.com/provider/forms/?cnslocale=en\\_US\\_nh](http://www.anthem.com/provider/forms/?cnslocale=en_US_nh)

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

[www.anthem.com/provider/policies/?cnslocale=en\\_US\\_nh](http://www.anthem.com/provider/policies/?cnslocale=en_US_nh)