



Quick Reference Guide Amerigroup Community Care of New Mexico, Inc.	
Topic	Resource
Provider Education Webinars	<a href="https://www.carelonbehavioralhealth.com/providers/resources/trainings">https://www.carelonbehavioralhealth.com/providers/resources/trainings</a>
General Provider Training Inquiries	<a href="mailto:Provider.training@carelon.com">Provider.training@carelon.com</a>
Customer Service	Please call the number on the back of the member's ID card.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claims Overview	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> .
Claims Status Inquiry	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or call the number on the back of the member's ID card.
Claims Issue Resolution	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or call the number on the back of the member's ID card.
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Prior Authorization	Please call the number on the back of the member's ID card.
Eligibility & Benefits	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or call the number on the back of the member's ID card.
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET.
By Phone or Email	<a href="mailto:NetworkIntegration@carelon.com">NetworkIntegration@carelon.com</a>
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's <u>CAQH profile</u> . 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 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Amerigroup Behavioral Health Resources	<a href="https://provider.amerigroup.com/new-mexico-provider/resources/training-academy">https://provider.amerigroup.com/new-mexico-provider/resources/training-academy</a>
Amerigroup Forms and Guides	<a href="https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides">https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides</a>
Amerigroup Medical Policies, Clinical Guidelines & Manuals	<a href="https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines">https://provider.amerigroup.com/new-mexico-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines</a>
Provider Experience Associate	<a href="mailto:NetworkIntegration@carelon.com">NetworkIntegration@carelon.com</a>