



Quick Reference Guide	
Anthem Blue Cross and Blue Shield Healthcare Solutions Medicaid Managed Care	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service	1-844-396-2329 (TTY 711) for assistance.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claim Submission	<p>Process claims faster by submitting electronically. Please use the Availity portal, www.Availity.com or your existing clearinghouse.</p> <p>Availity Anthem Payer ID 00265 Anthem Blue Cross and Blue Shield Healthcare Solutions. Note if you use a clearinghouse please work with them directly to determine payer ID.</p> <p>Electronic funds transfer (EFT) Electronic claims payment through electronic funds transfer (EFT) is a secure and fast way to receive payment, reducing administrative processes. EFT deposits are assigned a trace number that is matched to the 835 Electronic Remittance Advice (ERA) for simple payment reconciliation. Use enrollsafe.payeehub.org to register and manage EFT account changes.</p> <p>-Timely filing is within 180 days of the date of service or per the terms of the provider agreement. Out-of-state and emergency transportation providers have 365 days from the last date of service.</p> <p>Submit paper claims to: Anthem Blue Cross and Blue Shield Healthcare Solutions Nevada Claims P.O. Box 61010 Virginia Beach, VA 23466-1010</p>
Claims Status Inquiry	<p>Please utilize the Availity portal, www.Availity.com or call the number Provider Inquiry Line at 844-396-2330.</p> <p>From the Availity home page, select Claims & Payments from the top navigation. Select Claims Status Inquiry from the drop-down menu.</p>
Claim Issue Resolution	<p>Go to the Availity home page, select Claims & Payments from the top navigation.</p> <p>Select Claim Status Inquiry from the drop-down menu.</p> <p>Submit an inquiry and review the Claims Status Detail page.</p>

	<p>If the claim is denied or final, there will be an option to dispute the claim. Select Dispute the Claim to begin the process. You'll be redirected to the Payer site to complete the submission. Our Provider Experience program helps you with claims payments and issue resolution. Just call 844-396-2330 and select the Claims prompt when you hear it.</p> <p>We connect you with a dedicated resource team, called the Provider Services Unit (PSU), to ensure:</p> <ul style="list-style-type: none"> • Availability of helpful, knowledgeable representatives to assist you. • Increased first-contact, issue resolution. • Significantly improved turnaround time of inquiry resolution. • Increased outreach communications to keep you informed of your inquiry status. <p>Claims Payment Appeals</p> <p>If after speaking with the PSU your claim issue remains unresolved, you may file a formal payment appeal. Verbal and written appeals are accepted. There are specific guidelines outlined in the Claim Payment Appeal section of this manual that explain situations where verbal appeals are not accepted. The PSU agent will assist you in determining this.</p> <p>Whether filed verbally or in writing, we must receive your payment appeal within 90 calendar days from the date of the EOP. We will send a determination to you within 30 calendar days of receiving the appeal.</p> <p>If you are dissatisfied, you may submit a request for a second-level review. Verbal appeals for second-level reviews are not accepted. We must receive your written request within 30 calendar days of receipt of first-level decision/resolution letter.</p> <p>Submit a written payment appeal to: Anthem Blue Cross and Blue Shield Healthcare Solutions Payment Appeal Unit P.O. Box 61599 Virginia Beach, VA 23466-1599</p> <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 Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.</p>
<p>Availity Help Desk (for Availity technical support)</p>	<p>Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday</p>
<p>Notification/Precertification</p>	<p>May be submitted via the following methods:</p> <ul style="list-style-type: none"> • Availity (https://www.availity.com)



	<ul style="list-style-type: none">• Website: https://providers.anthem.com/nv• Fax: Behavioral Health Inpatient: 1-844-442-8009• Behavioral Health Outpatient: 1-844-430-6807• Telephone: 844-396-2330• Medical Fax: 1-800-964-3627
Eligibility & Benefits	Verify member eligibility quickly and easily with the Availity portal, www.Availity.com From the Availity homepage, select Patient Registration from the top navigation. Select Eligibility and Benefits Inquiry. Or Please contact the Provider Inquiry Line at 844-396-2330
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.
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 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Behavioral Health Forms and Resources	https://providers.anthem.com/nevada-provider/resources/forms
Policies (Medical and Reimbursement), Clinical Guidelines and Manuals	https://providers.anthem.com/nevada-provider/resources/manuals-and-guides
Provider Experience Associate	NetworkIntegration@carelon.com