



Quick Reference Guide	
Anthem Blue Cross and Blue Shield Nevada Commercial and Medicare Advantage	
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 Submission	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> .
Claims Status Inquiry	Please utilize the <a href="#">Availity portal</a> , or call the number on the back of the member's ID card.
Claim Adjustment/Reconsideration	<p>Step 1: <b>Utilize the chat feature within Availity.</b> Access via Payer Spaces &gt; Anthem &gt; Applications &gt; Chat with Payor</p> <p>Step 2: <b>Contact Provider Services.</b> Find the appropriate Provider Service number on the back of the member's ID card. Ask to speak to a Provider Service Supervisor/Escalation Agent.</p> <p>Step 3: Please submit through the <a href="#">Claim Action Request Form</a>. The form is available online. Go to <b>anthem.com</b>, and select <b>Providers</b>. Under the Provider Resources heading, select <b>Forms and Guides</b>. Select <b>Nevada</b> if you haven't done so already. Search for "<b>Claim Action Request</b>".</p> <p>Request should be submitted to the Adjustment Address listed on the Prefix Reference List for the appropriate Member Type. Our Prefix Reference List is posted online. Go to <b>anthem.com</b>. Select <b>Providers</b>. Under <i>Communications</i> heading, select <b>Contact Us</b>. Select <b>Your State</b>, then select <a href="#">Prefix Reference List</a>. If you have completed the steps above and the issue has not been resolved to your satisfaction, 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>
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.



<b>Credentialing/Recredentialing</b>	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET.
<b>Provider Demographic Changes</b>	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's <a href="#">CAQH profile</a> . 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.
<b>Anthem Behavioral Health Resources</b>	<a href="https://www.anthem.com/provider/behavioral-health/">https://www.anthem.com/provider/behavioral-health/</a>
<b>Anthem Forms and Guides</b>	<a href="https://www.anthem.com/provider/forms/">https://www.anthem.com/provider/forms/</a>
<b>Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals</b>	<a href="https://www.anthem.com/provider/policies/">https://www.anthem.com/provider/policies/</a>
<b>Provider Experience Associate</b>	<a href="mailto:NetworkIntegration.NV@carelon.com">NetworkIntegration.NV@carelon.com</a>