



CARELON BEHAVIORAL HEALTH

OKLAHOMA 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 your state. Providers should refer to their plan-specific section within this Addendum.*

Table of Contents

GlobalHealth	3
---------------------------	----------

GlobalHealth

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

Pursuant to [Oklahoma Legislation \(SB442\) \(G\)](#) – Provider must have filed a claim or claims within in a 12-month period with payor to remain active in the Network; providers may be termed as a participating provider.

See Carelon national handbook

4. CREDENTIALING AND RE-CREDENTIALING

See Carelon national handbook

5. OFFICE PROCEDURES

Pursuant to [Oklahoma Legislation \(SB15\)](#) Allows members(s) to choose flexible out-of-pocket (OOP) payments to pay for a covered service from a provider. If a member obtains a medically necessary covered service and negotiates for a price lower than the average allowed amount established by the plan, and the member pays out of pocket for the covered service, provider shall accept the payment from the member as payment in full and **shall not bill Carelon** or the Plan for any balance between the amount collected from the member and the billed charge for the covered services by the provider.

See Carelon national handbook

6. SERVICES TO MEMBERS

See Carelon national handbook

7. MEMBER RIGHTS AND RESPONSIBILITIES

See Carelon national handbook

8. PARTICIPATING PROVIDER COMPLAINTS AND GRIEVANCES

See Carelon national handbook

9. CLAIMS PROCEDURES

See Carelon national handbook

10. UTILIZATION MANAGEMENT

See Carelon national handbook

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:

Provider.Inquiry.OK@Carelon.com

Provider Education Webinars:

www.carelonbehavioralhealth.com/providers/resources/trainings

General Provider Training Inquires:

Provider.training@carelon.com