

Carelon Behavioral Health Quick Reference Guide

IMPORTANT CONTACT INFORMATION

Authorization requests including pre-certifications - call or fax	800-945-4644 - Phone 781 - 994 - 7111 - FAX
Administrative Appeal	To request an <i>administrative appeal</i> , call the toll-free number included in the administrative denial letter received.
Changing your Provider Profile (e.g., name, address)	To change or update your Provider Profile, email TexasProviderRelations@carelon.com Note: Updating a Tax ID requires an accompanying W-9 form.
Claims	<p>For general claim inquiries, call 800-888-3944.</p> <p>For technical questions related to direct claim submission via eServices or batch submission, please contact the EDI Helpdesk at: 888-247-9311 from 8 a.m.-6 p.m. ET</p> <p>If you have a technical question about electronic transactions, please contact the EDI Operations team: EDI.Operations@carelon.com</p> <p>eServices & EDI Carelon Behavioral Health</p> <p>Effective on March 1, 2022, Availity Essentials is the preferred multi-payer portal of choice Availity Essentials Provider Resources Carelon Behavioral Health</p> <p><i>For providers who are unable to submit a claim electronically, paper claims should be sent to:</i></p> <p>Carelon Behavioral Health Woburn Claims PO Box 1866 Hicksville, NY 11802</p> <p>Payspan - www.payspanhealth.com 877-331-7154</p>

Clinical Appeals	To request a <i>clinical appeal</i> on a <i>member's</i> behalf, call the toll-free number included in the adverse determination letter received.
Complaints (Provider)	<p>To file a complaint/grievance, call 800-945-4644 or email Texas.complaints@carelon.com</p> <p><u>Member Complaints</u> would be submitted to Corporate_CnG@carelon.com</p>
Fraud and Abuse	<p>Report questionable billing practices or suspected <i>fraud</i> to:</p> <p>Carelon Behavioral Health ATTN: SIU 5800 North Hampton Blvd. Norfolk, VA 23502</p> <p>SIU@carelon.com</p> <p>1-866-847-8247</p>
Contracting/Credentialing	<p>For groups or solo providers wishing to join the network or to add new clinicians to an already existing in network group Join Our Network Carelon Behavioral Health</p> <p>For facility enrollment contact TexasProviderRelations@carelon.com</p>
Texas Provider Relations	TexasProviderRelations@carelon.com
Member Eligibility	For questions about <i>member</i> eligibility or benefits, providers can contact Carelon Behavioral Health at 800-945-4644 or log into the Provider Portal by clicking HERE

Member Eligibility	<p>Medicaid Client Hotline 1-800-252-8263</p> <p>CHIP Hotline 877- 543-7669 or 800-647-6558</p> <p>https://www.yourtexasbenefits.com/Learn/Home</p> <p>Use TexMedConnect on the TMHP website at www.tmhp.com Log into your TMHP user account and accessing Medicaid Client Portal for providers.</p> <p>Call the TMHP Contact Center or the Automated Inquiry System (AIS) at 1-800-925-9126 or 512-335-5986.</p>
Member Safety	<p>Report all adverse incidents, critical incidents, and quality of care concerns to Corporate_PQOC@carelon.com</p>
ICM / Care Coordination	<p>800-945-4644</p>
IMPORTANT FAX NUMBERS	<p>Utilization Management 855-371-9227</p>
Carelon Behavioral Health Provider Resources Website	<p>For detailed information about working with Carelon Behavioral Health, frequently asked questions, client articles, clinical practice guidelines, and links to additional resources.</p> <p>Please visit our website</p> <p>RESOURCES</p> <p>TRAINING</p> <p>PROVIDER PORTAL</p>
TTY	<p>711</p>

Carelon Behavioral Health Administrative Forms <ul style="list-style-type: none">• Billing and claims forms• Provider changes• Credentialing• Member forms• Site review forms	Carelon Forms and Guides Parkland Medicaid Forms and Guides