



TEXAS Provider Quick Reference Guide Wellpoint Texas, Inc.	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings *
General Provider Training Inquiries	Provider.training@carelon.com
Provider Services Line for Wellpoint	<p>Provider Services Line (Medicaid): 1-800-454-3730</p> <p>Dedicated Service Unit (Medicare): 1-866-805-4589</p> <p>Provider Services Line (STAR+PLUS MMP): 1-855-878-1785</p>
Carelton Behavioral Health National Provider Service Line	1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Claim Submission	<p>Electronic Data Interchange (EDI): To submit transactions directly to Availity, or use a clearinghouse or billing company to submit your claims to the Availity EDI Gateway.</p> <p>Contact Availity Client Services with any questions at 800-Availity (282-4548).</p> <p>Online claims submission: Use the free online claim submission tool at https://www.availity.com</p> <p>Submit paper claims to: Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010</p>
Claims Status Inquiry	Please utilize the Availity portal at https://www.availity.com . If you are unable to access the internet, you may receive claims, eligibility and prior authorization status over the phone at any time by calling the Provider Service Line listed above.
Claim Issue Resolution	<p>A provider has 120 days from the date of an Explanation of Payment (EOP) to file a payment dispute. Providers can utilize the online payment dispute tool at https://www.availity.com (select Claims & Payments from Availity's home page). Or fax the dispute request to 1-844-756-4607 or mail it to:</p> <p>Wellpoint Provider Payment Disputes 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 or reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>

* Carelon Behavioral Health is an independent company providing behavioral health management services on behalf of Wellpoint.

Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday
Notification/Prior authorization	<p>Requests for prior authorizations may be submitted as indicated below:</p> <p>Medicaid:</p> <ul style="list-style-type: none"> • Preferred method is digital submission through Interactive Care Reviewer (ICR) accessed at https://www.availity.com • Telephone: 1-800-454-3730 • Behavioral Health Services (fax only): <ul style="list-style-type: none"> Behavioral Health – Inpatient: 1-844-430-6805 Behavioral Health – Outpatient: 1-844-442-8010 <p>Medicare:</p> <ul style="list-style-type: none"> • Telephone: 1-866-805-4589 • Behavioral Health Services (fax only): <ul style="list-style-type: none"> Behavioral health inpatient: 1-844-430-1702 Behavioral health outpatient: 1-844-430-1703 • Web: https://www.availity.com <p>Wellpoint STAR+PLUS MMP (Medicare-Medicaid Plan):</p> <ul style="list-style-type: none"> • Fax: <ul style="list-style-type: none"> Inpatient: 1-844-451-2825 Outpatient: 1-844-430-6804 • Phone: 1-855-878-1785 • Web: https://www.availity.com <p>To retrieve the status of a prior authorization request, visit https://www.availity.com or contact Provider Services.</p>
Eligibility & Benefits	<p>Verify Medicaid member eligibility and MCO enrollment utilizing the following options:</p> <ul style="list-style-type: none"> • Use the Availity portal at https://www.availity.com • Use TexMedConnect on the TMHP website at www.tmhp.com. • Log into your TMHP user account and access the Medicaid Client Portal for providers. • Call the TMHP Contact Center or the Automated Inquiry System (AIS) at 1-800-925-9126 or 1-512-335-5986. • Call the Provider Services Line at 1-800-454-3730. <p>Verify Medicare member eligibility utilizing the following option:</p> <ul style="list-style-type: none"> • Call the Dedicated Service Unit at 1-866-805-4589
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
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

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	Provider Service Line at 1-800-397-1630, from 7 a.m. to 7 p.m. CT, Monday through Friday to update your demographic information.
Behavioral Health Resources	https://www.provider.wellpoint.com/texas-provider/patient-care/behavioral-health
Provider Forms & Guides	https://www.provider.wellpoint.com/texas-provider/resources/forms
Claims Overview	https://www.provider.wellpoint.com/texas-provider/claims
Medical Policies, Clinical UM Guidelines, and Manuals for Wellpoint	https://www.provider.wellpoint.com/texas-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines
Provider Experience Associate	provider.inquiry.TX@carelon.com

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