



Quick Reference Guide Anthem Blue Cross and Blue Shield Virginia Commercial and Medicare Advantage	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service	Please call the phone number on the back of the Member ID card.
Carelton Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claim Submission	Please utilize the Availity portal at www.Availity.com or your existing clearinghouse.
Claims Status Inquiry	<p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation, then select Claims Status Inquiry from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p>
Claim Issue Resolution	<p>There are several options to file a Claim Payment Dispute:</p> <ul style="list-style-type: none"> • Online through Availity at www.Availity.com • Submit a claims information adjustment form from anthem.com. From the provider landing page select forms, select claim information/adjustment 151 form. Please follow the instructions on the form for completion and mailing instructions. • Call the Provider Services Number on the back of the Member ID card. <p>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
Notification/Precertification	Please use the Interactive Care Reviewer via the Availity portal at www.availity.com or call the phone number on the back of the Member ID card.



Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com . From the Availity homepage, select Patient Registration from the top navigation. Select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, 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 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 Resources	https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_va
Provider Forms & Guides	https://www.anthem.com/provider/forms/?cnslocale=en_US_va
Policies, Guidelines & Manuals	https://www.anthem.com/provider/policies/?cnslocale=en_US_va
Claims Submission	https://www.anthem.com/provider/claims-submission/
Provider Experience Associate	NetworkIntegration.VA@carelon.com