

ProviderConnect Registration Guide

Get Connected!

Carelon Behavioral Health is offering our Children and Youth Behavioral Health Initiative (CYBHI) statewide multi-payer school-linked fee schedule Participating Providers access to our provider portals.

Our provider portals, ProviderConnect and eServices, have the information, tools, and resources that support the day-to-day needs of your patients and office. Depending on the plan and state program, you'll access one or both portals to manage your transactions.

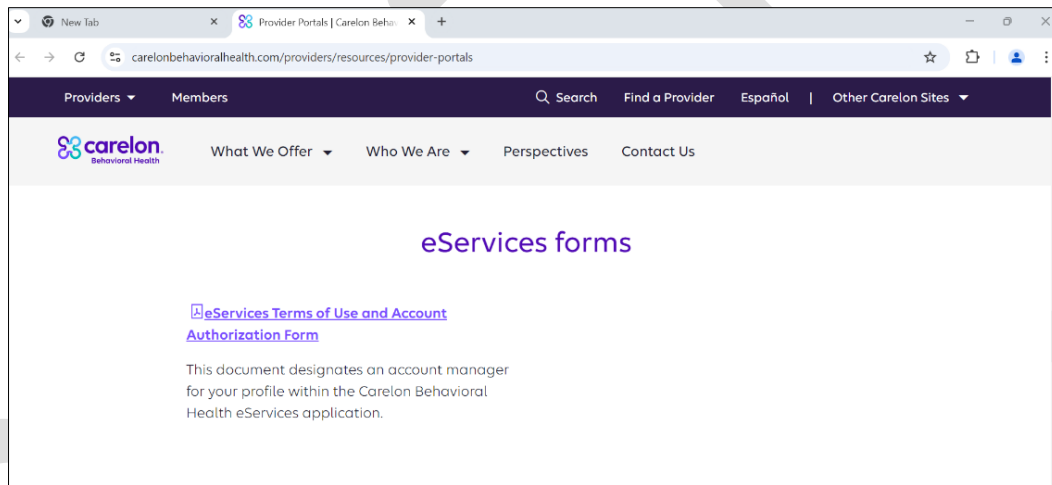
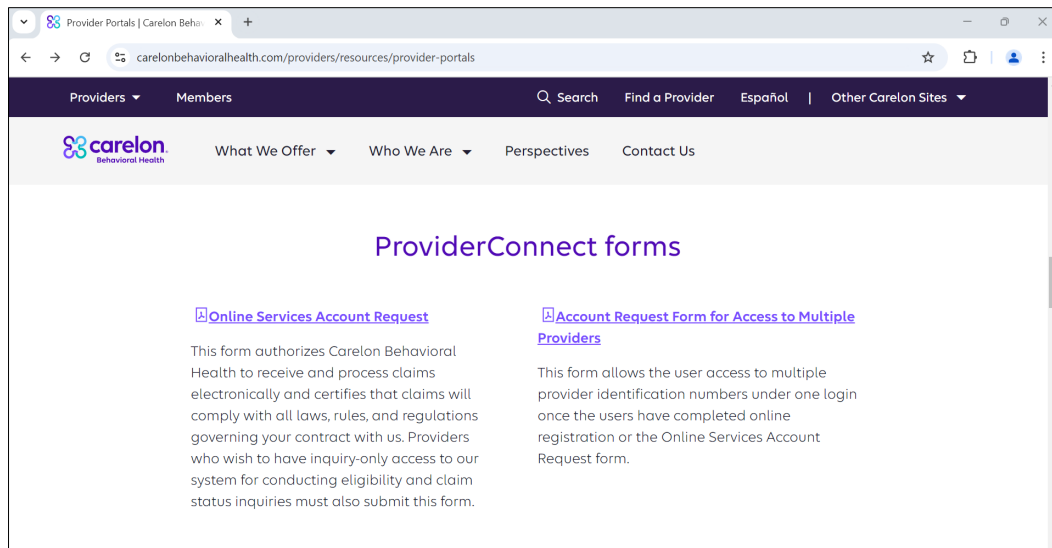
Our provider portal makes routine tasks such as processing claims, obtaining claims information, and verifying eligibility status easy and convenient.

[Log in](#)

to or register for our provider portals to take advantage of our online services!

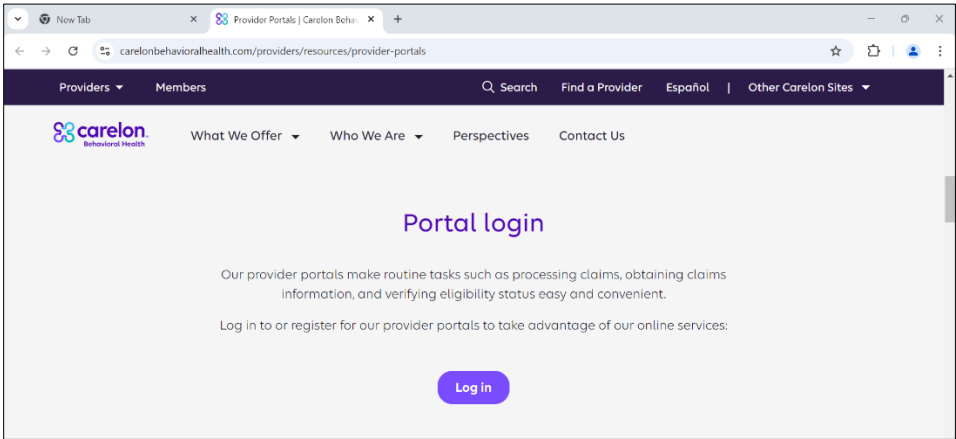
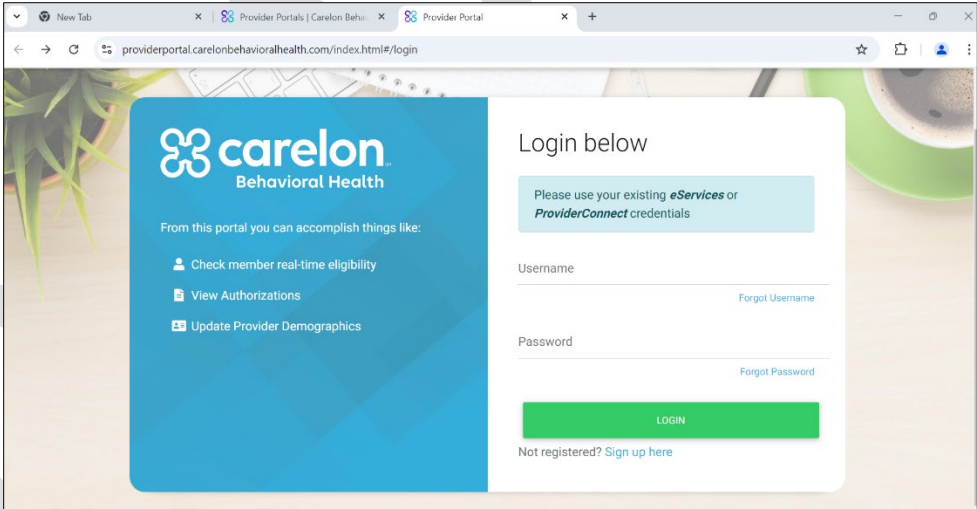
To Get Started:

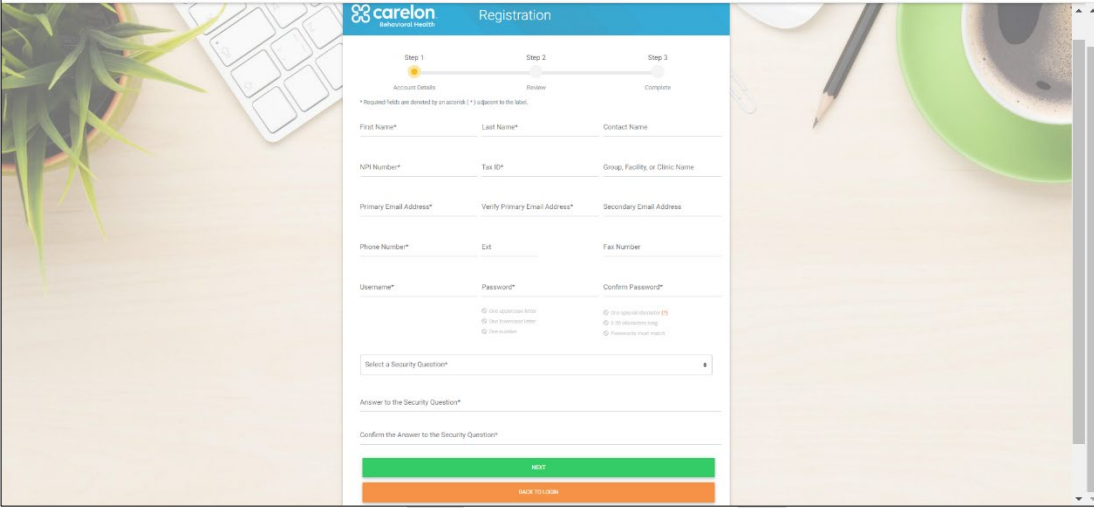
Website:	<p>Please visit www.carelonbehavioralhealth.com/providers/resources/provider-portal to become a registered user for ProviderConnect.</p> <p>Note: Each account created is user specific and is designed for a single user sign-on. This should not be shared, and each user should request their own sign-on credentials.</p>
Obtain User ID:	<ol style="list-style-type: none"> Providers must obtain a user ID before using our online services. To do this, both ProviderConnect forms and the eService form must be filled out and faxed to 866-698-6032.



2. Once you're the forms are received and processed, you will receive your username and temporary password via email.

Note: Incomplete, incorrect, or illegible forms may delay or prevent proper processing.

<p>Registration:</p>	<ol style="list-style-type: none"> 1. Please visit: https://www.carelonbehavioralhealth.com/providers/resources/provider-portals and click Login.  <ol style="list-style-type: none"> 2. Click "sign up here" under the Login button. 
<p>Complete Registration:</p>	<ol style="list-style-type: none"> 1. Complete registration and hit NEXT

	 <p>Required Fields:</p> <ul style="list-style-type: none"> • First Name • Last Name • NPI Number • Tax ID • Primary Email Address • Verify Primary Email Address • Phone Number • Username • Password • Confirm Password • Select A Security Question • Answer To Security Question • Confirm Answer To Security Question
<p>To Learn More:</p>	<p>1. Please visit www.carelonbehavioralhealth.com --> Providers --> Portals --> Provider --> Portal or Provider Portal (carelonbehavioralhealth.com).</p>

IMPORTANT UPDATES TO YOUR SECURITY REQUIREMENTS:

Multi-Factor Authentication (MFA) is Required for Provider Portal Login. You can find more information on this and how to setup MFA at the bottom of this page.

Reminder: Each account created is user specific and is designed for a single user sign-on. This should not be shared, and each user should request their own sign-on credentials.

Revision History			
Version	Date	Submitted By	Revision Description
1.0	9/4/2024	Jazzmine Thompson	Original Version
1.0	9/9/2024	Nicole Copiskey	Edited/Approved

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