



Behavioral Analysis (BA) Frequently Asked Questions

1. What is the change for Behavioral Analysis (BA)?
 - a. As of February 1, 2025, Carelon will be managing Behavioral Analysis (BA) services for the Simply Medicaid membership.
2. Will Carelon handle BA for Humana as well?
 - a. No. If you'd like to contract with Humana for BA Services, please contact Humana directly via <https://provider.humana.com> and apply to the Medical Network by following the directions on the page.
3. Are all staff required to have a CAQH?
 - a. BCBA's must be registered with CAQH.
 - b. BCaBA's and RBT's are not required at this time, but it is highly encouraged.
4. How do I join the Carelon network?
 - a. Apply online via the Carelon portal: [Join Carelon](#)
5. How do I get my clinicians loaded into the Carelon system?
 - a. BCBA's must go through the credentialing process by applying to the network via Carelon's portal.
 - b. BCaBA and RBT's may be submitted via a roster: <https://www.carelonbehavioralhealth.com/providers/forms-and-guides> (Forms > Change Request > Alternate Provider Roster Template)
6. Will Carelon utilize the same procedure codes/modifiers?
 - a. Yes. Providers should continue to submit claims in the same manner as they have in the past.
7. How are BA services reimbursed?
 - a. BA services are reimbursed at 100% of Medicaid allowable.
8. How do I submit claims?
 - a. Claims should be sent to Carelon via Availity Essentials [Availity Essentials | Carelon Behavioral Health](#)
 - b. Paper claims need to be mailed to: Carelon, PO Box 1870 Hicksville, NY 11802-1870



9. What is Carelon's Payor ID?
 - a. BHOVO

10. What is the timeline for reimbursement of claims?
 - a. Carelon processes claims in accordance with Florida Statute. Fifteen (15) days for electronically submitted and twenty (20) days for non-electronically submitted claims.

11. Will Carelon honor existing authorizations?
 - a. Carelon will honor existing BA authorizations for at least 90 days after the go live date (2/1/25) to allow for continuity of care (COC) in accordance with the Medicaid contract.

12. How should authorization requests be sent to Carelon?
 - a. All authorization requests must include the Simply FL BA Authorization Request Form (enclosed) and necessary documentation and should be faxed to: 1-800-370-1116.

13. Can authorization requests go through the Carelon eServices portal?
 - a. Presently the eServices portal only supports requests for initial assessment. The portal is being upgraded to receive service requests. In the meantime, requests for services should be faxed to 1-800-370-1116.

14. Where can we find the authorization request form?
 - a. The authorization request form will be located under the Simply Healthcare Plans-Medicaid Forms and Guides resource under [Florida | Carelon Behavioral Health](#)

15. Where can we find a link to provider education and trainings?
 - a. [Provider Training | Carelon Behavioral Health](#)

16. Where can we find a link to provider handbook?
 - a. [carelon-behavioral-health-provider-handbook.pdf](#)

17. Direct contact information for provider assistance with BA billing and reimbursement:
 - a. Carelon's National Provider Service Line at 1-800-397-1630, 8 am – 8 pm, EST or
 - b. The Florida dedicated PR team at provider.relations.FL@carelon.com