



Behavioral Analysis (BA) Frequently Asked Questions – Out of Network Providers

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. How do I join the Carelon network?
 - a. Apply online via the Carelon portal: [Join Carelon](#)
4. 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.
5. 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.
6. How are BA services reimbursed for out of network providers?
 - a. BA services are reimbursed at 100% of Medicaid allowable.
7. 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
8. What is Carelon's Payor ID?
 - a. BHOVO



9. 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.
10. 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.
11. 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.
12. Where can we find a link to provider handbook?
 - a. [carelon-behavioral-health-provider-handbook.pdf](#)
13. 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