



# Wellpoint Provider Tip Sheet

**For Wellpoint Massachusetts (Wellpoint) members, Wellpoint manages the benefits, receives the claims and pays the claims. Carelon Behavioral Health manages the network, prices the claims, and performs utilization review.**

## Claims for Wellpoint Members

Claims must be submitted to Wellpoint.

### Electronic Claims

Electronic claims can be submitted through your existing clearinghouse or through Availity. The electronic Payor ID number for Wellpoint is 80314.

Information about filing claims electronically is available on Wellpoint website: [www.wellpoint.com/mass/providers/reimbursement-resources/how-to-file-electronic-claims](http://www.wellpoint.com/mass/providers/reimbursement-resources/how-to-file-electronic-claims)

If you have questions about electronic claim submission please contact the e-solutions team at 800-470-9630.

### Paper Claims

Submit paper claims to the below address:  
Wellpoint

P.O. Box 4095

Woburn, MA 01888-4095

**Phone:** 800-442-9300 (TTY: 711)

**Fax:** 978-474-5162

## Authorizations for Wellpoint Members

Authorizations must be submitted to Carelon Behavioral Health.

### Inpatient Authorizations

Please call 800-442-9300 and follow the provider prompts to request an inpatient authorization.

Participating Massachusetts providers are required to notify Carelon Behavioral Health within 72 hours of admission (or the next business day on holidays or weekends). Hospitals should contact their assigned Concurrent Reviewer for the initial notification and treatment planning.

Non-participating providers and providers out of state need to request authorization before admission. Please call the Northeast Access Line and follow the provider prompts to request an inpatient authorization. Wellpoint non-Medicare members 844-231-7951. Wellpoint Medicare members 844-231-7953.

All providers need to call the assigned Concurrent Reviewer for concurrent requests before discharge. If not completed in time, providers will need to submit an administrative appeal with medical records as identified in the provider manual.



## Portals & Additional Resources for Wellpoint Members

### Availity (Wellpoint)

Availity can be used for filing claims, checking eligibility, claims status, and benefits information for Wellpoint members

Website: [www.availity.com](http://www.availity.com)

Phone: 800-Availity (800-282-4548)

### EnrollSafe (Wellpoint)

EnrollSafe can be used for EFT payments.

Website: <https://enrollsafe.payeehub.org>

Phone: 877-882-0384

Email: [support@payeehub.org](mailto:support@payeehub.org)

### ProviderConnect (Carelon Behavioral Health)

Provider Connect should be used for requesting OP authorizations

Website: [www.carelonbehavioralhealth.com](http://www.carelonbehavioralhealth.com)

National Provider Service Line: 800-397-1630

EDI Helpdesk: 888-247-9311

### Other Questions

Phone: 800-442-9300 – Wellpoint Call Center

Email: [Provider.relations@carelon.com](mailto:Provider.relations@carelon.com)