



CARELON BEHAVIORAL HEALTH KENTUCKY ADDENDUM

Any policies contained in this Provider Handbook Addendum will supersede those policies contained in Carelon Behavioral Health’s National Provider Handbook. This Addendum is specific to your state. Providers should refer to their plan-specific section within this Addendum.

Table of Contents

Anthem Blue Cross and Blue Shield in Kentucky: Commercial and Medicare Advantage.....	3
Anthem Blue Cross and Blue Shield in Kentucky: Medicaid	6

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

Anthem Blue Cross and Blue Shield Medicaid is the trade name of Anthem Kentucky Managed Care Plan, Inc.
Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Kentucky, Inc.
Independent licensee(s) of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.
KYBCBS-CDRCM-052907-24 May 2024

Anthem Blue Cross and Blue Shield in Kentucky: Commercial and Medicare Advantage

The following chapters referenced below correspond with the chapters found in the Carelon National Provider Handbook. Information included under each chapter is specific to your Plan.

1. INTRODUCTION

See Carelon national handbook

2. ELECTRONIC RESOURCES

See Carelon national handbook

3. PARTICIPATING PROVIDERS

See Carelon national handbook

4. CREDENTIALING AND RE-CREDENTIALING

See Carelon national handbook

5. OFFICE PROCEDURES

See Carelon national handbook

6. SERVICES TO MEMBERS

Eligibility & Benefits: Please utilize the Availity Essentials portal, www.Availity.com or call the number on the back of the member's ID card.

7. MEMBER RIGHTS AND RESPONSIBILITIES

See Carelon national handbook

8. PARTICIPATING PROVIDER COMPLAINTS AND GRIEVANCES

See Carelon national handbook

9. CLAIMS PROCEDURES

Availity Essentials Help Desk: Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday.

Resources for the Availity Essentials portal can be found here:

<https://gateway.on24.com/wcc/eh/3555851/category/104185/Anthem%20Blue%20Cross%20and%20Blue%20Shield>

Claims Submission:

Please utilize the Availity portal, <https://www.availity.com/>

For claims submission information please reference the Anthem Blue Cross and Blue Shield Kentucky Provider Manual:

https://www.anthem.com/provider/policies/manuals/?cnslocale=en_US_ky

Claims Payment Dispute: For claims payment dispute information please reference the Anthem Blue Cross and Blue Shield Kentucky Provider Manual:

https://www.anthem.com/provider/policies/manuals/?cnslocale=en_US_ky

To check claims status or dispute a claim:

1. From the Availity Essentials home page, select Claims & Payments from the top navigation.
2. Select Claim Status Inquiry from the drop-down menu.
3. Submit an inquiry and review the Claims Status Detail page.
4. If the claim is denied or final, there will be an option to dispute the claim. Select Dispute the Claim to begin this process. You'll be redirected to the Payer site to complete the submission.

Claim Payment Reconsiderations can be submitted via phone, Availity Essentials or in writing by Providers and Facilities have a minimum of two (2 years) from the issue date of the EOP. Reconsiderations filed beyond this timeframe will be considered untimely and denied unless good cause can be established.

There are several options to file a Claim Payment dispute:

- Online through Availity Portal
- Call the number on the back of the Member ID Card
- Mail all required documentation, including the Claim Payment Appeal Form or the Reconsideration Form, to:
Payment Dispute Unit
Anthem Blue Cross and Blue Shield
P/O. Box 105557
Atlanta, GA 30348-5557
- Mail all required documentation to Medicare Provider Payment Dispute
Mailing Address:
Medicare Payment Dispute Unit
Anthem Blue Cross and Blue Shield
P.O. Box 105187
Atlanta, GA 30348-5187

10. UTILIZATION MANAGEMENT

Prior Authorization: Access the [Availity Essentials](#) web portal or call the number on the back of the member's ID card. Access ICR under "Authorization and Referrals" via the Availity Portal.

For Medicare members, you may utilize the Availity portal or call 1-833-848-8730 and follow the prompts to identify as a provider and then follow the prompts to connect to the correct Prior Authorization team.

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:
provider.relations.KY@Carelon.com

Provider Education Webinars:
<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

General Provider Training Inquires:
Provider.training@carelon.com

Anthem Behavioral Health Resources:
https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_ky

Anthem Forms and Guides:
https://www.anthem.com/provider/forms/?cnslocale=en_US_ky

Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:
https://www.anthem.com/provider/policies/?cnslocale=en_US_ky

Anthem Blue Cross and Blue Shield in Kentucky: Medicaid

The following chapters referenced below correspond with the chapters found in the Carelon National Provider Handbook. Information included under each chapter is specific to your Plan.

1. INTRODUCTION

See Carelon national handbook

2. ELECTRONIC RESOURCES

See Carelon national handbook

3. PARTICIPATING PROVIDERS

See Carelon national handbook

4. CREDENTIALING AND RE-CREDENTIALING

See Carelon national handbook

5. OFFICE PROCEDURES

See Carelon national handbook

6. SERVICES TO MEMBERS

Eligibility & Benefits: Please utilize the Availity Essentials portal, www.Availity.com or call the number on the back of the member's ID card.

7. MEMBER RIGHTS AND RESPONSIBILITIES

See Carelon national handbook

8. PARTICIPATING PROVIDER COMPLAINTS AND GRIEVANCES

See Carelon national handbook

9. CLAIMS PROCEDURES

Claims Inquiry: Contact Provider services by calling 855-661-2028, 8 a.m. to 6 p.m. ET/ 7 a.m. to 5p.m. CT Monday through Friday.

Claims Submission:

Please utilize the Availity portal, <https://www.availity.com/>

Resources for the Availity Essentials portal can be found here:

<https://gateway.on24.com/wcc/eh/3555851/category/104185/Anthem%20Blue%20Cross%20and%20Blue%20Shield>

Clearinghouses use the following Payer ID:

Professional ID is 00660 and Institutional ID is 00160

Mail paper claims to:

Kentucky Claims

Anthem Blue Cross and Blue Shield Medicaid

P.O. Box 61010

Virginia Beach, VA 23466-1010

For claims submission information please reference the Anthem Blue Cross and Blue Shield Kentucky Medicaid Provider Manual:

<https://providers.anthem.com/kentucky-provider/resources/manuals-policies-guidelines>

Claims Payment Dispute:

There are several options to file a Claim Payment dispute. You may utilize the following options:

- Availity portal at www.Availity.com
Contact Provider Services by calling 855-661-2028 and select the Claims prompt within Anthem's voice portal or
- Submit in writing to:
Anthem Blue Cross and Blue Shield Medicaid
P.O. Box 62429
Virginia Beach, VA 23466-1599

Written appeals should also include a copy of the remit and an Appeal Request form. The Kentucky universal appeal form can be found at:

https://mediproviders.anthem.com/Documents/KYKY_CAID_ClaimAppealForm.pdf

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 800-397-1630, 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday.

For claims payment dispute information please reference the Anthem Blue Cross and Blue Shield Kentucky Medicaid Provider Manual:

<https://providers.anthem.com/kentucky-provider/claims/claims-submissions-and-disputes>

10. UTILIZATION MANAGEMENT

Precertification/Notification: Submit precertification requests to online at:
<https://www.availity.com>

Submit precertification requests via fax to: 888-881-6283

Submit precertification requests by calling: 855-661-2028

All requests for precertification for psychological and neuropsychological testing should be submitted via fax at 866-877-5229 (See Provider Forms section). Psychological/neurological testing request forms can also be mailed to:

Behavioral Health Department
Anthem Blue Cross and Blue Shield Medicaid
P.O. Box 62509
Virginia Beach, VA 23466-2509

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:
provider.relations.KY@Carelon.com

Provider Education Webinars:
<https://www.carelonbehavioralhealth.com/providers/resources/trainings>

General Provider Training Inquires:
Provider.training@carelon.com

Anthem Blue Cross and Blue Shield Medicaid Behavioral Health Resources:
<https://providers.anthem.com/kentucky-provider/patient-care/behavioral-health>

Anthem Medicaid Forms and Guides:
<https://providers.anthem.com/kentucky-provider/resources/forms>

Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:
<https://providers.anthem.com/kentucky-provider/claims/reimbursement-policies>

<https://providers.anthem.com/kentucky-provider/resources/manuals-policies-guidelines/medical-policies-and-clinical-guidelines>