



CARELON BEHAVIORAL HEALTH
WELLPOINT MARYLAND ESSENTIAL
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. If there is a material change to the Handbook or to this Addendum, Carelon will make reasonable efforts to notify Providers and Facilities in advance of such change. Notwithstanding the above, Carelon will provide at least 30 days’ notice to Providers, in writing or electronically, of any changes to the description of the coding guidelines used by Carelon that are applicable to services that may be billed by Providers.

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

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The following chapters referenced below correspond with the chapters found in the Carelon Behavioral Health (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.

Member/Benefits Customer Service:

Please call the number on the back of the member's ID card or use the Availity Essentials portal at www.Availity.com.

Please reference the Carelon national handbook for any additional information.

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, 8 a.m. to 8 p.m. ET, Monday through Friday

Claims Submission:

For claims submission information please reference the Provider Manual by visiting:

www.wellpoint.com/md/provider/welcome-individual-commercial

Claims Payment Dispute: For claims payment dispute information please reference the Provider Manual by visiting:

www.wellpoint.com/md/provider/welcome-individual-commercial

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.

Resources for the Availity Essentials portal can be found here:

<https://apps.availity.com/web/onboarding/availity-fr-ui/#/login>

Claim Payment Reconsiderations can be submitted via phone, Availity Essentials or in writing. Providers and Facilities have ninety (90) working days from the issue date of the EOP, unless otherwise required by State law or such time-period set forth in the Provider or Facility Agreement, to submit a Claim Payment Reconsideration, except that a provider that believes a Claim has been erroneously denied due to a claims processing error may request a Claim Payment Reconsideration for such Claim within three-hundred sixty-five (365) calendar days from the issue date of the EOP. *Please reference the [provider manual] for any additional information.*

10. UTILIZATION MANAGEMENT

Prior Authorization: Please call the number on the back of the member's ID card.

Please reference the [provider manual] for any additional information around Clinical Appeals and Utilization Management.

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

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

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

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

Forms and Guides:
www.wellpoint.com/md/provider/welcome-individual-commercial

Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:
www.wellpoint.com/md/provider/welcome-individual-commercial