



# CARELON BEHAVIORAL HEALTH NEW JERSEY ADDENDUM

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

Coverage provided by Wellpoint New Jersey, Inc. or Wellpoint Insurance Company. NJWP-CD-070792-24 | January 2025

*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.*

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## Wellpoint New Jersey, Inc.

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

All provider demographic updates should be sent via the Carelon provider portal and the provider's CAQH profile. When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday for assistance with updating your demographic information.

Please reference the Carelon National Handbook for any additional information.

### 4. CREDENTIALING AND RE-CREDENTIALING

See Carelon National Handbook

### 5. OFFICE PROCEDURES

See Carelon National Handbook

### 6. SERVICES TO MEMBERS

**For Wellpoint member or benefit/eligibility customer service:** Please utilize the Availity Essentials portal, [www.availity.com](http://www.availity.com) or call the number on the back of the member's ID card.

See Wellpoint Provider Manual at [www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines](http://www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines)

### 7. MEMBER RIGHTS AND RESPONSIBILITIES

See Wellpoint Provider Manual at [www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines](http://www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines)

### 8. PARTICIPATING PROVIDER COMPLAINTS AND GRIEVANCES

See Carelon National Handbook

## 9. CLAIMS PROCEDURES

### Claims Submission:

Availity serves as our electronic data interchange (EDI) partner for all electronic data and transactions. Providers, billing services and clearinghouses who are new to the EDI space can register to exchange 27x self-service and 837 claims electronic transactions with Availity [www.availity.com](http://www.availity.com). Payer ID is WLPNT.

Paper Claims may be submitted to:  
New Jersey Claims  
Wellpoint  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

### Claims Payment Dispute:

There are several options to file a Claim Payment Dispute. The preferred method is to submit online through Availity at [www.availity.com](http://www.availity.com). Providers that are unable to use Availity may submit claim payment disputes by mail:

- For payment disputes:  
Wellpoint  
Payment Dispute Unit  
P.O. Box 61599  
Virginia Beach, VA 23466-1599

In addition to using the online tool or submission through mail, a reconsideration, or informal request for investigation into the outcome of a finalized claim, may be requested by calling Provider Services at 1-800-454-3730 for Medicaid, 1-757-490-6900 for Medicare or -866-805-4589 for FIDE SNP.

If there is a change to claims information, Carelon Behavioral Health will provide 30 days prior written notice of any changes.

**Availity Essentials Help Desk:** Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday

For more information on claims procedures, please reference the Wellpoint Provider Manual by visiting: [www.provider.wellpoint.com/new-jersey-provider/resources/manuals-and-guides](http://www.provider.wellpoint.com/new-jersey-provider/resources/manuals-and-guides)

## 10. UTILIZATION MANAGEMENT

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

## 11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

*See Carelon National Handbook*

## 12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate:  
[Provider.relations.NJ@carelon.com](mailto:Provider.relations.NJ@carelon.com)

Provider Education Webinars:  
[www.carelonbehavioralhealth.com/providers/resources/trainings](http://www.carelonbehavioralhealth.com/providers/resources/trainings)

General Provider Training Inquires:  
[Provider.training@carelon.com](mailto:Provider.training@carelon.com)

Wellpoint's Behavioral Health Resources:  
[www.provider.wellpoint.com/new-jersey-provider/patient-care/behavioral-health](http://www.provider.wellpoint.com/new-jersey-provider/patient-care/behavioral-health)

Wellpoint's Forms and Guides:  
[www.provider.wellpoint.com/new-jersey-provider/resources/forms](http://www.provider.wellpoint.com/new-jersey-provider/resources/forms)

Wellpoint's Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:  
[www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines](http://www.provider.wellpoint.com/new-jersey-provider/resources/manuals-andguides/medical-policies-and-clinical-guidelines)