



CARELON BEHAVIORAL HEALTH
WELLPOINT TEXAS 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.*

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

Coverage provided by Wellpoint Insurance Company.
TXWP-CM-072464-24 | December 2024

Wellpoint in Texas for Commercial

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

RULE §11.1600 Information to Prospective and Current Contract Holders and Enrollees Annual Application Period –

Carelon will provide a 20-calendar day period where prospective providers may apply to participate in each of Carelon's networks. Carelon will publish a notice of this application period to providers in (1) the public notice section of at least one major newspaper with general circulation and (2) on Carelon's website.

Providers will be notified in writing of acceptance or no acceptance no later than 90 days from receipt of an application for participation by the provider.

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

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

Wellpoint 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 Wellpoint Provider Manual by visiting:

https://www.provider.wellpoint.com/docs/gpp/TX_WLP_CAID_ProviderManual.pdf?v=202312311525

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

https://www.provider.wellpoint.com/docs/gpp/TX_WLP_CAID_ProviderManual.pdf?v=202312311525

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://gateway.on24.com/wcc/eh/3555851/category/104185>

Claim Payment Reconsiderations can be submitted via phone, Availity Essentials or in writing. Providers and Facilities have 365 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.

Please reference the Wellpoint provider manual at

https://www.provider.wellpoint.com/docs/gpp/TX_WLP_CAID_ProviderManual.pdf?v=202312311525 for any additional information.

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.inquiry.tx@carelon.com

Provider Education Webinars:

www.carelonbehavioralhealth.com/providers/resources/trainings

General Provider Training Inquires:

Provider.training@carelon.com

Wellpoint Forms and Guides:

www.provider.wellpoint.com/texas-provider/resources/forms

Wellpoint Policies (Medical and Reimbursement), Clinical Guidelines, Manuals:

www.provider.wellpoint.com/texas-provider/resources/manuals-and-guides/medical-policies-and-clinical-guidelines