



CARELON BEHAVIORAL HEALTH WISCONSIN ADDENDUM

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

Anthem Blue Cross and Blue Shield is the trade name of Compcare Health Services Insurance Corporation. Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI), Compcare Health Services Insurance Corporation (Compcare), and Wisconsin Collaborative Insurance Company (WCIC). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCIC; Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies.

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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Anthem Blue Cross and Blue Shield in Wisconsin 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.

Claims Submission:

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

For claims submission information please reference the *Anthem Blue Cross and Blue Shield Wisconsin Provider Manual* by visiting:

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

Claims Payment Dispute: For claim payment dispute information please reference the following manuals *Anthem Blue Cross and Blue Shield Provider Manual* and Medicare Advantage Provider Manual: https://www.anthem.com/provider/policies/manuals/?cnslocale=en_US_wi

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/Anthem%20Blue%20Cross%20and%20Blue%20Shield>

Claim Payment Reconsiderations can be submitted via phone, Availity Essentials or in writing by Providers and Facilities. Please reference the Anthem provider manual for any additional information including submission timeframes.

10. UTILIZATION MANAGEMENT

Prior Authorization: Access the [Availity Essentials](#) web portal or 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.WI@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_wi

Anthem Forms and Guides:

https://www.anthem.com/provider/forms/?cnslocale=en_US_wi

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

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

Anthem Blue Cross and Blue Shield in Wisconsin: BadgerCare Plus and Medicaid Supplemental Security Income

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.

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See Carelon national handbook

6. SERVICES TO MEMBERS

Eligibility & Benefits: Verify eligibility through ForwardHealth, Anthem or through the Availity Essentials portal, www.Availity.com.

ForwardHealth: WiCall automated voice response phone 1-800-947-3544 Hours: 24 hours a day, 7 days a week

Website: www.forwardhealth.wi.gov

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/>

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

<https://providers.anthem.com/wisconsin-provider/resources/manuals-and-guides>

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 Disputes and Appeals: For information please reference the Provider Manual found on the Anthem website here: <https://providers.anthem.com/wisconsin-provider/resources/manuals-and-guides>

10. UTILIZATION MANAGEMENT

Prior Authorization: Please call the number on the back of the member's ID card or refer to information on our website. <https://providers.anthem.com/wisconsin-provider/claims/precertification-requirements>

11. QUALITY MANAGEMENT/QUALITY IMPROVEMENT

See Carelon national handbook

12. ADDITIONAL HELPFUL RESOURCES

Carelon Behavioral Health Provider Experience Associate: provider.relations.WI@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 Behavioral Health Resources:

<https://providers.anthem.com/wisconsin-provider/resources/training-academy>

Anthem Medicaid Forms and Guides:

<https://providers.anthem.com/wisconsin-provider/resources/forms>

Anthem Policies, Clinical Guidelines & Manuals:

<https://providers.anthem.com/wisconsin-provider/resources/manuals-and-guides>