



## Important EAP Case Activity and Billing Form Information

**Important:** EAP Case Activity and Billing Forms (CAF) will be denied if you select the wrong vendor ID.

When using The [Carelon Wellbeing Provider Portal](#), if you see multiple vendor records with the same practice address and different “Pay To” addresses, then you will need to update your demographic information prior to submitting a claim. Please update your [CAQH profile](#) to reflect your current service addresses and correct “Pay To” address. You may also update your demographic information on the [Carelon Wellbeing Provider Portal](#). For any new “Pay To” addresses, please ensure we have an updated W-9 form on file.

If your EAP claim was denied for inaccurate vendor record selection and you need assistance to identify the correct vendor ID for CAF submissions, please contact Carelon Wellbeing's National Provider Services Line at 1-800-397-1630 from 8 a.m. to 8 p.m. EST, Monday through Friday.

If you have additional questions, please contact Carelon Wellbeing's National Provider Services Line at 1-800-397-1630 from 8 a.m. to 8 p.m. EST, Monday through Friday.

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