



Quick Reference Guide Anthem Blue Cross and Blue Shield New Hampshire Commercial and Medicare Advantage	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Anthem Member/Benefits Customer Service	Please call the number on the back of the member's ID card or use the Availity portal at www.Availity.com .
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claims Submission	Please utilize the Availity portal, www.Availity.com
Claims Status Inquiry	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card. If you cannot find what you are looking for on the Availity Portal, use this link to determine the appropriate provider service center for your inquiries. https://link.zixcentral.com/u/69377228/7jR0cgkN7RG8JX34hnsoMg?u=https%3A%2F%2Fwww.anthem.com%2Fdocs%2Finline%2FNH_CONTACT_00003.pdf
Claim Issue Resolution	Please utilize the Availity portal (www.Availity.com), call the number on the back of the member's ID card or utilize the " Contact Us " link to submit a claims issue resolution.
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Prior Authorization	Please call the number on the back of the member's ID card.
Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Credentialing/Recredentialing By Phone or Email	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET. NetworkIntegration@carelon.com
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon Behavioral Health 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 to update your demographic information.
Anthem Behavioral Health Resources	https://www.anthem.com/provider/behavioralhealth/?cnslocale=en_US_nh
Anthem Forms and Guides	https://www.anthem.com/provider/forms/?cnslocale=en_US_nh
Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals	https://www.anthem.com/provider/policies/?cnslocale=en_US_nh
Provider Experience Associate	NetworkIntegration@carelon.com