



<b>Provider Quick Reference Guide</b> <b>Medicaid from Empire BlueCross HealthPlus in New York</b>	
Topic	Resource
<b>Provider Education Webinars</b>  <b>General Provider Training Inquiries</b>	<a href="https://www.carelonbehavioralhealth.com/providers/resources/trainings*">https://www.carelonbehavioralhealth.com/providers/resources/trainings*</a>  <a href="mailto:Provider.training@carelon.com">Provider.training@carelon.com</a>
<b>Provider Services</b>	1-800-450-8753
<b>Carelon Behavioral Health National Provider Service Line</b>	1-800-397-1630, 8 a.m. to 8 p.m. EST, Monday through Friday
<b>Claim Submission</b>	<p>Please utilize Availity at <a href="http://www.Availity.com">www.Availity.com</a>. Electronic claims payer ID: Availity: <b>26375</b></p> <p>Submit paper claims to:            Empire BlueCross HealthPlus            P.O. Box 61010            Virginia Beach, VA 23466-1020</p> <p>Timely filing is within 90 days from the date of service, or per the terms of the provider agreement. If you are unable to access the internet, you may receive claims status, eligibility verification and authorization status over the telephone at any time by calling our toll-free, automated Provider Inquiry line at 1-800-450-8753.</p>
<b>Claims Status Inquiry</b>	<p>Please utilize Availity at <a href="http://www.availity.com">www.availity.com</a>.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p>
<b>Claim Issue Resolution</b>	<p>Submit a claim dispute from the Availity Portal at <a href="http://www.availity.com">www.availity.com</a> using the "Dispute Claim" option from the Claim Status Detail page.</p> <p>File a payment dispute at:            Empire BlueCross HealthPlus            Payment Disputes            P.O. Box 61599            Virginia Beach, VA 23466-1599</p> <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.</p>

\* Carelon Behavioral Health is an independent company providing behavioral health management services on behalf of the health plan.



<b>Notification/Precertification</b>	Please use the Interactive Care Reviewer via the Availity portal at <a href="http://www.availity.com">www.availity.com</a> , call the Provider Services Line at 1-800-450-8753 or fax 1-800-964-3627.
<b>Eligibility &amp; Benefits</b>	Please utilize the Availity portal at <a href="http://www.Availity.com">www.Availity.com</a> . From the Availity homepage, select Patient Registration from the top navigation, and then select Eligibility and Benefits Inquiry. You may also call the Provider Inquiry Line at 1-800-450-8753.
<b>Credentialing/Recredentialing</b>	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday
<b>Provider Demographic Changes</b>	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's <a href="#">CAQH profile</a> . 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.
<b>Behavioral Health Resources</b>	<a href="https://mediprovider.empireblue.com/new-york-empire-provider/patient-care/behavioral-health">https://mediprovider.empireblue.com/new-york-empire-provider/patient-care/behavioral-health</a>
<b>Policies, Guidelines &amp; Manuals</b>	<a href="https://mediprovider.empireblue.com/new-york-empire-provider/resources/manuals-policies-guidelines">https://mediprovider.empireblue.com/new-york-empire-provider/resources/manuals-policies-guidelines</a>
<b>Provider Forms</b>	<a href="https://mediprovider.empireblue.com/new-york-empire-provider/resources/forms">https://mediprovider.empireblue.com/new-york-empire-provider/resources/forms</a>
<b>Claims Submission</b>	<a href="https://mediprovider.empireblue.com/new-york-empire-provider/claims">https://mediprovider.empireblue.com/new-york-empire-provider/claims</a>
<b>Provider Experience Associate</b>	<a href="mailto:BH_NetworkIntegration.NY@carelon.com">BH_NetworkIntegration.NY@carelon.com</a>

\* Carelon Behavioral Health is an independent company providing behavioral health management services on behalf of the health plan.