

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Authorization and referrals
- Live Chat
- Claim status
- Claim disputes
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Caelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services

(<https://Availity.com/customer-support>)

provides customer support for Availity Essentials users.

Electronic Remittance Advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials. Changes to EFT can be made with <https://enrollsafe.payeehub.org/>.

Provider data management and roster upload

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.

Service departments

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Carelon Medical Benefits Management manages precertification for the following solutions:

- Hi-Tech Radiology
- Radiation Oncology
- Cardiology
- Genetic Testing
- Rehabilitation (Physical, Occupational, Speech Therapies)
- Sleep Medicine
- Musculoskeletal

Programs Request prior authorization by visiting <https://www.providerportal.com/> or by calling **855-574-6479**.

Carelon Medical Benefits Management guidelines are available online at provider.healthybluemo.com.

Case Management (CM)

833-388-1407

DentaQuest (Dental Services)

Member: **888-696-9533**

Provider: **844-234-9832**

Healthy Blue Medical Policies

Search **Medical Policies and Clinical Guidelines**

Healthcare networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- Healthy Blue Go to **Contact Us**

IRS Form 1099 requests

Email 1099dept@anthem.com or call **888-246-4893**.

Pharmacy

Pharmacy services are carved out to MO HealthNet. For pharmacy information, call **800-392-8030**.

Prior Authorization

Log in to <https://Availity.com> and select **Authorizations and Referrals**.

Provider education and training

Our dynamic online **Learning Hub (on24.com)** has training courses, on-demand webinar replays, demonstration videos, and more.

Provider forms:

Medicaid **Provider Forms**

Provider resources

On our **Medicaid site**, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us. Healthy Blue: **833-405-9086**

Refund

Address:

Healthy Blue

P.O. Box 933657

Atlanta, GA 31193-3657

Form: **MO_CAID_RNFandRecoupmentForm.pdf**

Vision Provider — Blue View Vision

866-352-8455

<https://bit.ly/signup-hlb-mo>

<https://provider.healthybluemo.com> (Medicaid) or <https://medicareprovider.healthybluemo.com>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Healthy Blue is a Medicaid product offered by Missouri Care, Incorporated, a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Incorporated and administered in the Kansas City service region by Missouri Care, Incorporated in cooperation with Blue Cross and Blue Shield of Kansas City. Medicare Advantage coverage provided by Healthy Blue, trade name of Missouri Care, Inc. Missouri Care, Incorporated and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross Blue Shield Association.

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