

Quick contact guide (QCG)

Availity Essentials

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

- Authorization and referrals
- Live Chat
- Claim status
- 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 Carelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services

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

provides customer support for Availity Essentials users. **800-282-4548**

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials

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.

Behavioral Health:

- Phone: **844-521-6942**
- Inpatient fax: **844-432-6027**
- Outpatient fax: **844-432-6028**

Dental Provider Services:

866-947-9398

Diagnostic imaging:

Contact Carelton Medical Benefits Management by phone at **833-342-1254**

Durable medical equipment (DME):

For questions regarding rent-to-purchase items, please contact **844-521-6942**.

EPSDT:

For questions about the VFC program, please call **504-568-2600**.

Healthcare Networks

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

- Go to our **Contact Us | Healthy Blue Louisiana**.
- **Healthy Blue Dual Advantage (D-SNP) | Healthy Blue Louisiana**

Hospital admission:

Your utilization management resources: Hospital prior authorization/admission notification: Prior authorization request and notification of intent to render covered medical services:

- Fax: **877-269-5705**
- Call: **844-521-6942**
- Website: **<https://provider.healthybluelua.com>**

Inpatient utilization management: Inpatient admission and concurrent clinical information submissions for medical necessity review:

- Fax: **888-822-5595**
- Call: **844-521-6942**

Hyperbaric oxygen:

- To request PA, you may use one of the following methods:
- Website: **<https://Availity.com>**
- Fax: **888-822-5595** (inpatient); **888-822-5658** (outpatient)
- Phone: **844-521-6942**

IRS Form 1099 requests:

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

Medical appeals:

- Call Provider Services: **844-521-6942**
- Fax to Appeals department: **888-873-7038**

Newborn admission and birth notification:

- Hospital admission: If a newborn requires admission to the NICU, the hospital must provide notification within 48 hours of a vaginal delivery and within 96 hours of a caesarean section. Notification should be made to Provider Services. Initial inpatient medical records may be faxed to the local health plan at **888-822-5595**.
- Birth notification: Please fax newborn delivery notification to **877-269-5705**.
- One TeleMed referral: To make a referral for a member, call **337-565-0843** and **select option 2**.
- Case management/care coordination: For care coordination assistance, call **877-440-4065, ext. 106-103-5145**.

Non-emergency medical transportation:

- Members call MediTrans: **866-430-1101**
- Provider call: **844-349-4324**

Obstetrical (OB) care:

- Please fax maternal discharge notifications to **888-822-5595** within one business day of discharge
- Notification to our Provider Services team by phone at **844-521-6942** or fax at **877-269-5705**.

Initial hospital medical records and subsequent medical justification directly to the local health plan by fax at **888-822-5595**

Peer-to-peer discussion:

As a provider acting on behalf of a member, you have the right to discuss this decision with our medical director by calling our Health Care Management department at **877-440-4065, ext. 106-103-5145**.

Pharmacy:

Check our **Preferred Drug List** or see the formulary information on the **Pharmacy Information page** to use our searchable formulary tool.

- Pharmacy prescription drug prior authorization fax: **800-424-7402**
- Pharmacy medical injectable prior authorization fax: **844-487-9291**
- Member and pharmacy help desk phone number: **800-424-1664**

Pharmacy through CarelonRx, Inc:

- Phone: **800-424-1664**
- Fax: **800-424-7402**

Physical Health:

phone: **844-521-6942**

- Prior authorization requests and inpatient notification fax: **877-269-5705**
- Concurrent inpatient clinical fax: **888-822-5595**
- Outpatient fax: **888-822-5658**
- Outpatient DME fax: **844-528-3684**

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:

Forms | Healthy Blue

Provider resources

On our **Provider Resources | Healthy Blue**, you can find our:

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

Healthy Blue Dual Advantage (D-SNP) | Healthy Blue

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.

Quality Management (QM) program:

844 521-6942

Refund address:

- Refund notice form: **[LA_RefundNoticeForm.pdf](#)**
- Mailing address:
Healthy Blue
P.O. Box 933657
Atlanta, GA 31193-3657

Rehabilitation therapy (short-term):

Fax requests to us at **888-822-5658**

Vision Provider Services:

SuperiorVision®:
866-819-4298
SuperiorVision®

Product table

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Customer Service for the address for returning our checks)	Preapproval Case Management (CM)
Local products Healthy Louisiana LaCHIP	800-345-4344	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Medical claims Healthy Blue Claims Department P.O. Box 61010 Virginia Beach, VA 23466-1010 Electronic data interchange (EDI): 800-470-9630	Healthy Blue Payment Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599	Healthy Blue Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Physical Health: Phone: 844-521-6942 Behavioral Health: Phone: 844-521-6942 Pharmacy: Phone: 800-424-1664 Case Management (CM) services: 844-521-6942 Condition Care services: 888-830-4300
Louisiana Dual Advantage (D-SNP) products						
Healthy Blue Dual Advantage (HMO D-SNP) Healthy Blue Enhanced Care (HMO D-SNP) Healthy Blue Dual Advantage 2 (HMO D-SNP)	844-209-5406	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Healthy Blue P.O. Box 62947 Virginia Beach, VA 23466-2947	Healthy Blue Attn: Appeals Department OH0102-B325 4361 Irwin Simpson Rd Mason, OH 45040	Healthy Blue — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: Phone: 800-262-2731 . Radiology preapproval: 800-554-0580 BH preapproval: 844-895-8160

<https://bit.ly/signup-hlb-la>
<https://provider.healthybluelua.com>

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

Healthy Blue is the trade name of Community Care Health Plan of Louisiana, Inc., an independent licensee of the Blue Cross Blue Shield Association.

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