



Frequently Asked Questions

This FAQ document will continue to be reviewed and updated regularly in order to provide the most current and pertinent information.

Q. What is the address of the claims office?

- A.** Carelon Behavioral Health, Inc. (Carelon Behavioral Health) processes claims in several locations. To obtain the mailing address for your claims submission, please contact Carelon Behavioral Health Member Services at the toll-free phone number indicated on your benefit card or in your member benefit information.

Q. Why is it better to use red-ink CMS-1500s?

- A.** Red ink CMS-1500s are scannable. Rather than manually keying the claim into the payment system, the claim can be scanned and information uploaded to the system. This is a faster, more accurate means of data capture. As Carelon Behavioral Health transitions more of its claim offices to scanning technology, the use of red ink CMS-1500s will become more important.

Q. Why should I use the CMS-1500 Form rather than the Member Claims Form?

- A.** The CMS-1500 is an industry standard form that captures all pertinent information to accurately and efficiently process claims. Claims are processed to assure that turnaround times meet contractual agreements, which vary by contract. Use of standard CMS-1500 forms aids in timely, accurate claims payment. If you have not received an explanation of benefits within 30 days of submission, please contact Member Services at the toll-free phone number indicated on your benefit card or in your member benefit information.

Q. Why aren't my claims getting paid?

- A.** Claims are denied for various reasons associated with the benefit structure of the group or claims payment rules. If you have specific examples of claims that were denied, and you question the accuracy of that denial, please contact Carelon Behavioral Health Member Services at the toll-free phone number indicated on your benefit card or in your member benefit information.

Q. Why are my claims payments going to an old address?

- A.** When claim payments or explanation of benefits go to a wrong address, the information in our system is incorrect or outdated. Please help us keep our information as current as possible. Members, please contact your employer's benefits administrator to update your file.