

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 Caelon Medical Benefits Management
- 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.

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

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

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.

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 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. Visit the **Iowa Provider Resources** page for the current Provider Account Management - State Representative Map and provider relationship management contact information.

Service departments

Audit Vendors

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

Care Provider Communications and Provider News

Stay current on health plan policies and processes, updates to clinical guidelines, state and federal regulatory changes, and other issues that may affect your practice and patients.

Receive messages from us by email (including some sent in lieu of fax or mail) by **signing up for email delivery**.

Note: Messages will come from Wellpoint Provider Communications. Add providercommunications@email.wellpoint.com to your safe sender/recipient list to ensure you receive our messages.

Carelon Behavioral Health National Provider Service Line 800-397-1630

Monday through Friday, 7 a.m. to 7 p.m. CT

Dental Provider Services

MCNA Dental: **855-247-6262** (toll-free)
800-735-2942 (TTY)

Healthcare Networks

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

- **Federal and state plans:** Go to our [contacts page](#).

IRS Form 1099 requests

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

Peer-to-peer review 888-870-9342

Pharmacy

Wellpoint

Pharmacy Department

Phone: **833-731-2143**

Hours: Monday through Friday,
7 a.m. to 7 p.m. CT

Website: <https://provider.wellpoint.com/ia>

Provider education and training

Our dynamic online

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

Provider Pathways (medallia.com): a 24/7 educational resource that offers a foundation for doing business with us. Registration required.

Provider trainings

Wellpoint will present training programs for PCPs and behavioral health providers on topics related to the coordination of behavioral health and physical healthcare. Some of these training events will include the opportunity for providers to obtain CME/CEU credit for participation. Please consult the Wellpoint provider website at <https://provider.wellpoint.com/ia> for a schedule of these training events.

Refund address

Wellpoint

P.O. Box 933657

Atlanta, GA 31193-3657

Transportation

MTM Health

To contact MTM Health for transportation Services:

- Reservations (Non-Waiver Member Line): **844-544-1389**
- Ride Assist (Where's My Ride): **844-544-1390**
- Hearing Impaired (TTY): **855-823-8587**
- Transportation Provider Line: **888-644-3547**
- Transportation Provider Fax: **877-645-7837**
- Facilities Line (Waiver Member Line): **888-630-4822**

Vision Provider Services

- Superior Vision Benefit Management, Inc.
- Provider Services phone: **877-235-5317**
- Member Services phone: **800-679-8901**
- Hours: Monday through Friday,
7:30 a.m. to 6 p.m. CT
- Website: www.superiorvision.com

Wellpoint Medical Management

Phone: **833-731-2143** (TTY 711)

Hours: Monday through Friday,
7:30 a.m. to 6 p.m. CT

BH Authorizations – Submit via
<https://Availity.com>

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	Prior Authorization
Iowa Health Link	Call Provider Services at 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Use the automated voice response (AVR) system to verify PCP assignment.	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Wellpoint Provider Services Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Mail: Wellpoint Provider Payment Correspondence/ Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Provider Payment Correspondence/ Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Wellpoint P.O. Box 933657 Atlanta, GA 31193-3657	Medical preapproval: Wellpoint Medical Management Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Radiology preapproval: Carelon Medical Benefits Management, Inc. Phone: 800-714-0040 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Website: https://providerportal.com BH preapproval: Wellpoint Medical Management Phone: 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Inpatient: Available 24/7 All requests should be submitted using our preferred method via the web website at: https://provider.wellpoint.com/ia
Hawki	Call Provider Services at 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Use the automated voice response (AVR) system to verify PCP assignment.	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Wellpoint Provider Services Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Mail: Wellpoint Provider Payment Correspondence/ Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Provider Payment Correspondence/ Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Wellpoint P.O. Box 933657 Atlanta, GA 31193-3657	Medical preapproval: Wellpoint Medical Management Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Radiology preapproval: Carelon Medical Benefits Management, Inc. Phone: 800-714-0040 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Website: https://providerportal.com BH preapproval: Wellpoint Medical Management Phone: 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Inpatient: Available 24/7 All requests should be submitted using our preferred method via the web website at: https://provider.wellpoint.com/ia

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds	Prior Authorization
Iowa Health and Wellness	Call Provider Services at 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Use the automated voice response (AVR) system to verify PCP assignment.	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Wellpoint Provider Services Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Mail: Wellpoint Provider Payment Correspondence/Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Provider Payment Correspondence/Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Wellpoint P.O. Box 933657 Atlanta, GA 31193-3657	Medical preapproval: Wellpoint Medical Management Phone: 833-731-2143 (TTY 711) Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Fax: 800-964-3627 Radiology preapproval: Carelon Medical Benefits Management, Inc. Phone: 800-714-0040 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Website: https://providerportal.com BH preapproval: Wellpoint Medical Management Phone: 833-731-2143 Hours: Monday through Friday, 7:30 a.m. to 6 p.m. CT Inpatient: Available 24/7 All requests should be submitted using our preferred method via the web website at: https://provider.wellpoint.com/ia
Medicare Advantage Individuals: Wellpoint Full Dual Advantage (HMO-POSD-SNP) Wellpoint Full Dual Advantage 2 (HMO-POS D-SNP)	Prior Authorization: May be telephoned, submitted online, or faxed to Wellpoint: Telephone: 866-805-4589 Home health, durable medical equipment, therapies, and discharge planning: 888-235-8468 Concurrent review clinical documentation: 888-700-2197 Behavioral health inpatient: 844-430-1702 Behavioral health outpatient: 844-430-1703 Initial admission notifications and all other services: 800-964-3627	To verify member eligibility, log on to Availity Essentials at https://Availity.com . From the Availity Essentials homepage, select Patient Registration > Eligibility and Benefits. Contact the DSU at 866-805-4589 for member eligibility, Nurse HelpLine, and pharmacy services.	Mailing: Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010 From the Availity Essentials homepage, select Patient Registration > Eligibility and Benefits. Contact the DSU at 866-805-4589 for member eligibility, Nurse HelpLine, and pharmacy services.	Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040	Claims mailing: Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	CM: 866-797-9884 Provider Services at the DSU at 866-805-4589 MCMA Dual Dental Provider Hotline: 855-856-6262

<https://provider.wellpoint.com/ia>

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

Coverage provided by Wellpoint Iowa, Inc.

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