

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
- Help and Training
- 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 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:

- Phone: **833-419-1491** (TTY 711)

Dental provider services

Dental Provider Services

Healthcare networks

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

Please contact your county assigned representative, who can be found in our **QRG**.

IRS Form 1099 requests

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

Pharmacy

Pharmacy Information for Providers

Prior Authorization

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

Provider education and training

Our dynamic online Wellpoint Provider Training Academy has training courses, on-demand webinar registrations, demonstration videos, and more.

Provider forms:

Provider Forms and Guides

Provider resources

On our **provider website**, 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.

Refund address

P.O. Box 933657

Atlanta, GA 31193-3657

Vision

Superior Vision Provider Services

866-819-4298

Wellpoint Medical Policies

Medical Policies and Clinical UM Guidelines

Wellpoint peer-to-peer review

Schedule through Availity Essentials at

<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 (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Local products	Medicaid Provider Services: 833-731-2149 FIDE SNP Provider Services: 844-765-5160	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	NJ Claims Wellpoint P.O. Box 61010 Virginia Beach VA, 23466-1010	Medicaid Complaints, Appeals, and Grievances Wellpoint P.O. Box 62429 Virginia Beach, VA 23466 Medicare Complaints, Appeals and Grievances (MCAG) Attention: Medical Necessity Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, OH 45040	Wellpoint P.O. Box 933657 Atlanta, GA 31193-3657	Medical: 833-731-2149 (Medicaid) 866-805-4589 (FIDE SNP) Therapy TNNJ preapproval: 855-825-7818 Housing preapproval: 833-731-2149 Pharmacy: 844-509-9865

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

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

Coverage provided by Wellpoint New Jersey, Inc. or Wellpoint Insurance Company.

NJ-WP-CDCR-003622-25-GRP745