



Provider services support: recommended options for streamlined information and help

Tennessee | Medicaid

Expedited support

Availity Essentials remains your one-stop shop for most questions and tools, including claim payment disputes, care provider data updates, roster download requests, claims status inquiries, verification of member benefits and eligibility, submission of prior authorization requests, and more.

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to <https://Availity.com> and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

Additional contact information

Wellpoint provider relationship management representatives can help with a host of questions regarding claims, benefits, and authorizations. For general calls, contact Provider Services at **833-731-2162**.

For specific inquiry response and resolution of claim questions, provider data inquiries, requests for additional information, contract effective dates, and requests for fee schedules, you may also contact our dedicated Provider Services team through our [web form](#).

Medicaid coverage provided by Wellpoint Tennessee, Inc.

We comply with the applicable federal and state civil rights laws, rules, and regulations and do not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **833-731-2154**. Information about the civil rights laws can be found at

tn.gov/tenncare/members-applicants/civil-rights-compliance.html.

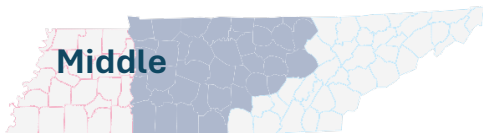
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Provider Relationship Account Management team

Regional and partner contact information is provided below for your reference.



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