

# 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.

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

To enroll in EFT, Providers and Facilities can register, enroll, and manage EFT account changes through EnrollSafe at <https://enrollsafe.payeehub.org>.

### 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/web help desk: **844-767-8159**

### Commercial — Case Management (CM)

**888-662-0939**

### Dental (Renaissance)

**866-864-2526**

### Healthcare networks

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

- **Medicare/Medicaid:** Go to **Contact Us**.

### IRS Form 1099 requests

Email [1099dept@wellpoint.com](mailto:1099dept@wellpoint.com) or call **888-246-4893**.

### Peer-to-peer review

**615-232-2121**

## 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 FIDE	<b>833-731-2167</b>	Eligibility, benefits, claim status, and claims. Links to secure messaging and remits	Medical claims Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	Attn. Wellpoint Appeals should be mailed to: Medicare Complaints, Appeals, and Grievances (MCAG) Attention: Medical Necessity Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, Ohio 45040	Wellpoint <b>833-731-2167</b>	Wellpoint <b>833-731-2167</b>

## <https://provider.wellpoint.com/tn>

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

Coverage provided by Wellpoint Tennessee, Inc. or Wellpoint Insurance Company. 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](http://tn.gov/tenncare/members-applicants/civil-rights-compliance.html). Medicare coverage provided by Wellpoint Tennessee, Inc. or Wellpoint Insurance Company.

### Pharmacy (OptumRx)

**866-434-5520**

### 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 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

### Wellpoint Medical Policies

**Medical Policies and Clinical UM Guidelines**