

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 (00246)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Caredon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- 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 submitted 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

Case Management (CM)

- Phone: **1-866-231-0847**

Dental:

- Liberty Dental: **1-888-352-7924**

Healthcare networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives. For ways to reach a representative, go to our [contacts page](#).

Peer-to-peer review:

- UM: **877-269-5515**
- Carelon Rx: **833-293-0659**, option 2

Pharmacy information

- Highmark BCBS: [Pharmacy Information for Providers](#)

Prior authorization

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

- **Carelon Medical Benefits Management:**
 - Phone: **1-855-574-6483**
- **Highmark BCBS medical policies and clinical guidelines:**
[Search Medical Policies and Clinical Guidelines | Highmark Blue Cross Blue Shield](#)

Provider education and training

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

Provider forms:

- Medicaid, CHPlus, HARP, and EP: **forms**

Provider resources

On our **provider site**, 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

Cost Containment
P.O. Box 933657
Atlanta, GA 31193-3657

Vision services

1-866-231-0847

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)
Local products Medicaid HARP CHPlus Essential Plan	1-866-231-0847	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Claims P.O. Box 61010 Virginia Beach, VA 23466-1010	Medical Appeals P.O. Box 62429 Virginia Beach, VA 23466-2429	Cost Containment P.O. Box 933657 Atlanta, GA 31193-3657	1-866-231-0847

<https://bit.ly/signup-hm-ny>

<https://providerpublic.mybcbswny.com>

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

Wellpoint Partnership Plan, LLC, an independent company, administers management services for Highmark Blue Cross Blue Shield’s Medicaid Managed Care (MMC), Health and Recovery Plan (HARP), Child Health Plus (CHPlus), and Essential Plan (EP) products. Highmark Western and Northeastern New York Inc. d/b/a Highmark Blue Cross Blue Shield is an independent licensee of the Blue Cross Blue Shield Association.

NY-HM-CD-EP-003625-25-GRP745