



MBHP
Massachusetts Behavioral
Health Partnership
A Carelon Behavioral Health Company

MBHP Provider Town Hall

September 24, 2025

Agenda

Welcome

MBHP Overview

Where to Get Support?

Escalation Process

Q & A and Closing Remarks

Survey to gather feedback and plan for next town hall.

Who We Are

The Massachusetts Behavioral Health Partnership (MBHP) is part of **the Carelon Behavioral Health** (Carelon) family. **Carelon** is the parent company that manages **MBHP**.

Carelon is a national behavioral health care company that manages and coordinates behavioral health services for a variety of partners across the country, including health plans, employers, and government agencies.

Carelon serves as the health services division of **Elevance Health** (formerly Anthem, Inc.).

MBHP is the single statewide behavioral health vendor for the Executive Office of Health and Human Services' (EOHHS) MassHealth program. We manage the Primary Care Clinician (PCC) Plan as well as our Primary Care Accountable Care Organization (PCACO / ACO-B) partners: Commonwealth Care Cooperative (C3) and Revere Health Choice.

We also manage behavioral health benefits for Health New England/BeHealthy Partnership (BHP), a Model A ACO.



MBHP Leadership Team:







Sharon Hanson, Chief Executive Officer

Kathleen Caldwell, Chief Operating Officer

Marie Graves, Contract Officer

Jennifer LaRoche, Director, Behavioral Health Network

Where to Get Support

Team/Support Function	Handled By:	Details
Call Center Community Relations		Separate Call Centers for Mass. Providers MBHP Customer Services: 800-495-0086 Carelon Customer Services: 888-217-3501
Provider Relations		Same support team for Massachusetts Providers provider.relations@carelon.com
Network Contracting		Separate Contracts for Massachusetts Providers Separate Contract Managers Separate Provider Manuals Separate Contract Data Loads
Credentialing & Enrollment		Same Credentialing Process and Application Same Digital Front Door
Claims Submission & Processing		Same Clearinghouse and Batch Submission Same EDI Helpdesk: 888-247-9311 Separate EDI Payer IDs - MBHP: BHOMA Carelon: BHOVO Separate ePortals for direct entry
Prior Authorization & Utilization Management		Same Northeast Access Line: 800-495-0086 Separate ePortals for Service Registrations, PA & CR requests providerportal.carelonbehavioralhealth.com MBHP: ProviderConnect Carelon: eServices

Community Relations: 800-495-0086

Customer Care Representatives are available to assist with:



Eligibility and Coverage

- Inquiries about eligibility, network status, and benefit coverage.

Claims Management

- Addressing claim status, root cause analysis for claims denials and education on next steps, processing recoupment requests.

Appeals

- Communicating appeal status, confirming appeal receipt, and managing duplicate letter requests.

Financial Queries

- Handling check cancellation and reissue requests and reviewing Vendor Credit Balance issues.

Authorization and Clinical Questions

- Managing authorization status, cancellation requests, unit verifications, and facilitating duplicate letter requests.

General Questions

- Addressing general questions related to provider contract and fee schedules.

Resolving Through Collaboration

Not all calls can be resolved by the Community Relations Team. Below is additional guidance for outreach depending on presenting issue.

1. For demographic updates, adding lines of business (LOB), updating procedure codes and fee schedules, contact Provider Relations (PR), who can assist with all Carelon product-related needs. If you don't know if you have an assigned PR contact, you can email PR at provider.relations@carelon.com.
 - When emailing, please include the following in the subject line: Massachusetts and County (Ex: Massachusetts/Worcester County).
 - You will receive an email confirmation within 7 business days. While most issues can be resolved within 30 days, complex requests may take longer to resolve.
 - If there is no timely response/confirmation to an email, please send an email to the Escalation Email Mailbox. (Refer to escalation email slide 9 for details.)
2. Inquiries from non-contracted providers:
 - Digital Front Door - carelonbehavioralhealth.com/providers/join-our-network
 - Facility Contracting: Kate Shea, Contract Manager - Email Kate.Shea@carelon.com

Resolving Through Collaboration (continued)

3. For Clinical Questions, including authorization requests or issues, please call us at **800-495-0086**.

Example Issues:

- The provider tried unsuccessfully to get an authorization on ProviderConnect.
 - The provider has been calling the outpatient line without answer and without call back.
 - The authorization the provider obtained was for the wrong service.
 - The claim submitted said there is no authorization to match it the claim.
4. **Provider Quality Managers (PQM)** – if you have a PQM assigned to you, bring an inquiry or concern to the PQM, and they can assist with resolution.
 5. For questions about the use of ProviderConnect, Clearinghouse issues, Provider Portal access, online account requests, or any Digital Front Door questions, the EDI Team is available to assist.
EDI Help Line: **888-247-9311**

Additional Available Resources

MBHP Provider Communications mbhpinfo@carelon.com

We email bulletins to our provider contacts through an external email client called Constant Contact:

- **Provider Alerts** for MBHP BH Providers only
- **Carelon/MBHP Broadcasts** for MBHP and Carelon Providers
- Other updates

Information includes:

- Invitations to MBHP Events & Trainings
- Billing Updates, Regulatory, and MassHealth State Notifications
- Upcoming Deadlines

Providers who wish to be added to this list can email MBHPInfo@carelon.com or MBHPCommunications@carelon.com.

MBHP Provider Website at [Masspartnership.com](http://providers.masspartnership.com) providers.masspartnership.com

Providers can access MBHP-specific documents and resources on this site, including:

- MBHP/BHP Provider Manual
- Program Specifications
- MBHP Covered Services Benefit Grid

Carelon Behavioral Health Provider Website carelonbehavioralhealth.com/providers

Providers can access Carelon documents & resources on this site, including:

- Registering for upcoming Webinars
 - Claims Submission Guidance
 - New Provider Orientation
- Viewing Recorded Trainings
 - ProviderConnect & eServices
 - Cultural Competency
 - Fraud, Waste and Abuse
- ePortal Registration & Link to Login

Escalation Process

Next Steps to Resolve Issues

There are a couple ways to escalate your issue.

1. If working with a PR person and are dissatisfied with progress or results, you may request to have your issues referred to a manager for further follow up.
2. If you are not working with a PR contact and possibly awaiting a response:
Beginning **September 29, 2025**, a provider can email the new Escalation Mailbox:
MBHPProviderEscalations@carelon.com

When submitting an email to the escalation mailbox, please include:

- Detailed description of issue.
- List of outreach attempts.
- Event or inquiry numbers related to issue if available.
- Names of associates you may have communicated with during outreach efforts.
- Provider demographic information including NPI, Tax ID and Provider ID if known.

Q&A & Closing Remarks

Provider Feedback Survey -
A link to survey will be in the meeting chat.

Thank you.



providers.masspartnership.com | masspartnership.com