

MBHP Provider Town Hall – August 6, 2026

Frequently Asked Questions

1. Q: Is there a Carelon benefit grid comparable to the MBHP Benefit Grid?

A: There is not a benefit grid currently available for Carelon plans.

Billing rules vary based on state requirements, health plan contracts, and line of business. For assistance with Carelon Health Plan billing questions, contact

provider.relations.MA@carelon.com.

2. Q: Is there a bulletin specific to balance billing MBHP/Carelon Members?

A: There is not a bulletin specific to balance billing. MBHP provider participation agreements address our policies on Charging Members; Holding Members Harmless; Co-payments. (see section 1.7 of participation agreement).

3. Q: What is the turnaround time for authorization requests for ABA, ICC, Therapeutic Mentoring (TM), In-Home Therapy (IHT), and other CBHI services?

A: The turnaround time for all items above is **7 calendar days from the date the request is received**.

4. Q: How should providers address diagnosis-related denials when similar diagnosis codes appear to be treated the same, such as F33.1 and F33.32?

A: Providers experiencing diagnosis-specific denial concerns should review the benefit grid along with relevant ICD-10 billing parameters. Further questions can be brought to MBHP Community Relations and/or Provider Relations.

5. Q: Who should providers contact if additional units are needed for Children's Behavioral Health Initiative (CBHI) services?

A: Providers who need assistance with existing CBHI authorizations should call MBHP at **800-495-0086**.

6. Q: How long should it take to amend a contract to add an additional CPT code?

A: The typical turnaround time is 30 days from receipt of the signed amendment. Providers experiencing delays beyond this timeframe should contact Carelon Provider Relations for assistance at provider.relations.MA@carelon.com.

7. Q: What should a provider do if an authorization request appears to be affected by a Member's Down Syndrome diagnosis?

A: Providers that need assistance requesting an authorization should call MBHP at **800-495-0086**.

8. Q: What should a provider do if a claims issue has already been escalated but has not received a response?

A: Claims issues that have already been escalated may require case-specific follow-up. Providers should continue to work with their provider relations representative and established escalation channels. **Slides 18 and 19 from the Town Hall Presentation** include more information on escalations.

9. Q: Will upcoming accreditation updates extend the January 1, 2027 deadline or provide a grace period for organizations already in the accreditation process?

A: At this time, the **January 1, 2027** implementation date remains in place. No extension or grace period has been announced.

10. Q: Is there a direct phone number to appeal audits related to overutilization of CPT 97153?

A: No. Appeals related to these audits are handled **by email only**; there is not a direct phone line for audit appeals.

11. Q: How long should it take to amend a contract to add an additional CPT code?

A: The typical turnaround time is **30 days from receipt of the signed amendment**. Providers experiencing delays beyond the expected timeframe may contact Carelon Provider Relations at provider.relations.MA@carelon.com.

12. Q: What should providers do if the MBHP ProviderConnect authorization page displays login fields but no login button?

A: Providers experiencing this issue may try refreshing the page and attempting to log in again. We also recommend checking web browsers. **Slide 25 of the Provider Town Hall presentation** includes troubleshooting guidance and phone and email contact information for assistance with portal-related issues.

13. Q: How can providers contact Carelon for Provider Relations or clinical support?

A: For contracting or other Provider Relations questions, email provider.relations.MA@carelon.com. For clinical support, including CBHI-related questions, call **800-495-0086**. Providers may also contact **Kate Shea, MBHP Provider Network Manager**, at Kate.Shea@carelon.com.