

MBHP Provider Town Hall: March 18, 2026 Frequently Asked Questions (FAQ)

- 1. Q: Will there be a streamlined process for addressing rates and unresolved underpayment concerns, and will providers be able to give feedback on improvements?**
A: Providers should outreach Provider Relations for support regarding rates, underpayments and any additional concerns they may have. Feedback is certainly welcomed as we continue to enhance processes. Please contact Provider Relations by emailing provider.relations@carelon.com. If you believe you've utilized this path and have not had sufficient resolution, you may email the escalation mailbox: MBHPPProviderEscalations@carelon.com or Carelon MA Health Plans (Fallon/Wellpoint) MAProviderEscalations@carelon.com.
- 2. Q: How do providers add staff users to ProviderConnect?**
A: The superuser or site administrator can add users through the user management section on the portal.
- 3. Q: Which modifier should providers use for this submission: AJ or HO?**
A: Providers should review their agreements for the modifiers they are contracted to use. Questions on MBHP modifier billing should be reviewed against the [Benefit Grid](#).
- 4. Q: Is the HA modifier still required for an initial behavioral health service for children?**
A: The CANS requirement and billing process has not changed. Please email BHProviders@wellsense.org, and the questions can be triaged with our UM team.
- 5. Q: How should providers submit WellSense claims?**
A: For specific WellSense questions and concerns, please outreach to WellSense directly at BHProviders@wellsense.org.
- 6. Q: Will WellSense honor Carelon ABA authorizations approved before December 31, 2025, including six-month approvals?**
A: For specific WellSense questions and concerns, please outreach to WellSense directly at BHProviders@wellsense.org.
- 7. Q: How will address-related authorization denials be handled for providers with multiple locations when the correct service location was specified during review?**
A: Processing can take up to 30 days. If providers are unable to see the new site in the provider portal, please contact our National Provider Services Line at 800-397-1630 or your designated representative. The [Forms and Guides webpage](#) on the Carelon provider website also includes multiple options such as address change forms.
- 8. Q: Is there an email option for submitting claim reviews when fax submissions are unreliable and no portal option is available?**
A: There is not an email box for claim reviews. We recommend providers mail in these forms.
- 9. Q: When technical issues delayed billing for an extended period, how far back can providers go for timely filing exceptions?**
A: Providers have 60 days from the original denial date to request a reconsideration for timely exceptions.

10. **Q:** How should providers escalate unresolved user ID and ProviderConnect access issues when standard support has not resolved them?
A: Please escalate to either one of the escalation mailboxes: MBHPPProviderEscalations@carelon.com or Carelon MA Health Plans (Fallon/Wellpoint) MAProviderEscalations@carelon.com.
11. **Q:** How can providers escalate unresolved older claims that were affected by an incorrect NPI or EIN entered by Carelon?
A: Please escalate to either one of the escalation mailboxes: MBHPPProviderEscalations@carelon.com or Carelon MA Health Plans (Fallon/Wellpoint) MAProviderEscalations@carelon.com.
12. **Q:** Will Carelon claims still be available through PaySpan after the new portal is launched?
A: Payspan and Zelis updates were previously communicated in the [Q3 2025 Provider Newsletter](#), which remains a helpful reference for providers seeking additional background on recent payment and remittance changes and outlines key highlights and operational impacts in greater detail.
13. **Q:** What is the new portal and what functions will it support for providers?
A: Payspan and Zelis updates were previously communicated in the [Q3 2025 Provider Newsletter](#), which remains a helpful reference for providers seeking additional background on recent payment and remittance changes and outlines key highlights and operational impacts in greater detail.
14. **Q:** How can providers receive information about the ABA-specific meeting?
A: Providers who listed their contact during the meeting have been added to the ABA email distribution list for future meetings. For additional requests, please outreach Andrea.Gewirtz@carelon.com.
15. **Q:** How can providers receive updates about the new Carelon claims portal?
A: At this time, questions regarding how providers should manage operational challenges—such as delays in site loads, difficulty viewing newly added locations in the portal, or authorizations that were obtained under an incorrect site—should be directed to the Provider Relations (PR) team at provider.relations@carelon.com for formal guidance and standardization of approach.

To review the meeting slides from this presentation and our previous Provider Town Hall, please visit [the MBHP Provider Events and Trainings web page](#).