

MBHP Provider Town Hall

August 6, 2026

Please note: This meeting will be recorded, and a copy of the presentation will be shared.

Agenda

Welcome & Housekeeping Jennifer LaRoche, <i>Director, Provider Network, MBHP</i>	3 minutes
MBHP Provider Information & Benefit Grid Jennifer LaRoche, <i>Director, Provider Network, MBHP</i> Ellen Youngclaus O'Brien, <i>Director of Communications, MBHP</i> Kate Caldwell, <i>Chief Operating Officer, MBHP</i>	15 minutes
MBHP vs. Carelon Billing Resources Kate Caldwell, <i>Chief Operating Officer, MBHP</i> Jennifer LaRoche, <i>Director, Provider Network, MBHP</i>	10 minutes
Support Tools & Issues Resolution Jennifer LaRoche, <i>Director, Provider Network, MBHP</i>	10 minutes
Provider Portal Tips & FAQ Scott Lufkin, <i>Customer Care Representative</i>	10 minutes
Q&A, Closing Jill Lack, <i>Chief Executive Officer, MBHP</i>	12 minutes

Welcome!

The Massachusetts Behavioral Health Partnership (MBHP) is part of **the Carelon Behavioral Health** (Carelton, CBH) family. **Carelton** (previously Beacon Health Options) is the parent company that manages **MBHP**.

Carelton 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.

Carelton 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:

Jill Lack, Chief Executive Officer

Kathleen Caldwell, Chief Operating Officer

Marie Graves, Contract Officer

Jennifer LaRoche, Director, Behavioral Health Network

MBHP Provider Information & Benefit Grid

Jennifer LaRoche
Ellen Youngclaus O'Brien
Kate Caldwell

Provider Information at providers.masspartnership.com

Dedicated Member site at masspartnership.com

MBHP

Massachusetts Behavioral Health Partnership

A Careden Behavioral Health Company

Find Providers

Services

Resources and Support

Wellness Articles

For Providers

Contact Us

Need Help Now?

Search

ENG

Search our network of 6500+ highly qualified and vetted providers.

Find a Behavioral Health Provider

Find a Primary Care Clinician



Welcome!

The Massachusetts Behavioral Health Partnership (MBHP) manages behavioral health care for more than 500,000 MassHealth Members statewide. Working with its network of providers, MBHP offers high-quality, accessible, culturally sensitive health care to Members in the:

- MassHealth Primary Care Clinician (PCC) Plan
- Community Care Cooperative (C3)
- Revere Health Choice
- Be-Healthy Partnership (if you are a Be-Healthy Partnership Member, [please visit our site](#) with information just for you)
- Children in the care and custody of the Department of Children and Families and the Department of Youth Services
- Certain children enrolled in MassHealth who have commercial insurance as their primary insurance

Learn more

MBHP

Massachusetts Behavioral Health Partnership

A Careden Behavioral Health Company



HOME

COMMUNITY BEHAVIORAL HEALTH CENTERS

FIND A PROVIDER

PROVIDERCONNECT

BEHAVIORAL

Behavioral Health Providers

PCC Plan Providers

Health Needs Assessment

About

Con

Getting Started

Provider Information

Children's Behavioral Health Initiative

MA Behavioral Health Roadmap

Community Behavioral Health Centers/MC

Find a Provider

Integrated Care Management Program

MassHealth Info and Other Important Contacts

Quality Management Program

Resources

Events and Trainings

Alerts

Benefit Service Grid

Credentialing Criteria

Forms

Medical Necessity Criteria

Performance Specifications

Provider Manual

Service Authorizations

Submit a Claim



For Behavioral Health Providers

For PCC Plan Prov

MBHP collaborates with p

MBHP's Provider Website and ProviderConnect are two separate and distinct portals available for MBHP Providers

For MBHP Benefit Grid, Provider Alerts, Service Authorizations, and Provider Manual



Behavioral Health Provider Log In

This information is for our provider network only. Please log in below to access it. If you are a provider in our network but are not registered to access information on the website, please use our [provider website registration form](#). For any questions, please contact MBHPNetworkOperationsWebsiteRegFormArchive@carelon.com or call 1-800-495-0086.

User Name

Password

Log In

Click [here](#) if your account is locked or you have forgotten your password to receive reset password instructions.

For Claims Status, Eligibility, Authorization, and access to Availity



Please Log In to ProviderConnect

Providers must obtain a User ID before using our online services.

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

If you do not remember your User ID, please contact our e-Support Help Line.

*Password

[Forgot Your Password?](#)

Log In

The information and resources provided through the Carelon Behavioral Health site are provided for information only. They are not intended to substitute for the professional judgment of a behavioral health professional. Providers are solely responsible for determining the appropriateness and manner of utilizing Carelon Behavioral Health information and resources in accordance with applicable laws and ethical standards.

It is recommended that you use Edge, Chrome or Firefox when using ProviderConnect. Other browsers may not work properly.

New User?

Please register for access.

Register

MBHP Provider Website Login

MBHP Provider Portal

Access:

Use link below or go to
providers.masspartnership.com/provider/Login.aspx

To register for a new account: Complete the provider website registration form. Login information will be emailed to you.



Behavioral Health Provider Log In

This information is for our provider network only. Please log in below to access it. If you are a provider in our network but are not registered to access information on the website, please use our [provider website registration form](#). For any questions, please contact MBHPNetworkOperationsWebsiteRegFormArchive@carelon.com or call 1-800-495-0086.

User Name

Password

Log In

Click [here](#) if your account is locked or you have forgotten your password to receive reset password instructions.

For further login assistance, call 800-495-0086 or email MBHPNetworkOperationsWebsiteRegFormArchive@carelon.com

MBHP Provider Website Uses Multifactor Authentication

You will need to verify login using Multifactor Authentication (MFA). We recommend utilizing the email option - choose no and an email will be sent with the MFA code.

One-Time Password (OTP) – Multifactor Authentication

Multifactor Authentication is required for MBHP application

*Do you have a smart mobile device that can be used for authentication purpose?

Yes

No

If you would like to cancel this login attempt, please click on

Cancel Sign-in

For assistance, please contact MBHP administrator at dl-bh-mbhpaccountsupport@carelon.com

MBHP Provider Website Information - providers.masspartnership.com

Links to resources shared during live provider website walkthrough:

- ****MBHP Provider Alerts and Carelon/MBHP Broadcasts:**
<https://providers.masspartnership.com/provider/Alerts.aspx>
- ****Benefit Service Grid:** <https://providers.masspartnership.com/provider/BenefitServiceGrid.aspx>
- **Credentialing Criteria:**
<https://providers.masspartnership.com/provider/CredentialingCriteria.aspx>
- **Forms:** <https://providers.masspartnership.com/provider/Forms.aspx>
- **Medical Necessity Criteria:**
<https://providers.masspartnership.com/provider/MedNecessityCriteria.aspx>
- **Performance Specifications:**
<https://providers.masspartnership.com/provider/PerformanceSpecs.aspx>
- ****Provider Manual:** <https://providers.masspartnership.com/provider/ProviderManual.aspx>
- ****Service Authorizations:**
<https://providers.masspartnership.com/provider/ServiceAuthorizations.aspx>

*** requires website login/password and MFA*
(<https://providers.masspartnership.com/provider/Login.aspx>)

MBHP Current Benefit Grid

MBHP's provider website contains the **Current Benefit Grid** for MBHP and HNE BeHealthy Partnership. This is a helpful resource for confirming billing requirements. Updates are made to the grid on a regular basis so be sure to check the website for the most recent version.

The **Current Benefit Grid** can be used to confirm billing requirements for services within your provider agreement. Providers can use this tool to confirm:

- Authorization requirements
- Max units for each service
- Valid Primary Diagnoses for each service
- Valid place of service (POS) code for each service
- Telehealth billing requirements

The Current Benefit Grid cannot be used to confirm the services your organization is contracted to deliver.

Be sure to consult fee schedules within your provider agreement prior to reviewing the **Current Benefit Grid** for allowable procedure codes and modifiers.

If you need a copy of your organization's provider agreement and/or current fee schedule, please contact Shannon.Bair@carelon.com.

MBHP vs. Carelon Billing Resources

Team/Support Function	Handled By:	Details	Jennifer LaRoche
Call Center Community Relations		Separate Call Centers for Massachusetts Providers MBHP Customer Services: 800-495-0086 Carelon Customer Services: 888-217-3501	
Provider Relations --- Note new email ---		Same support team for Massachusetts Providers provider.relations.MA@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	

All Massachusetts Plan Claims | Review

Carelon Health Plan Top Denial Reasons

- Timely Filing
- No Authorization for Service
- Patient Not Eligible on Service Date
- Address Not on File

MBHP/HNE Top Denial Reasons

- Timely Filing
- No Fee Schedule on File/Benefit Not Covered
- Address Not on File/Address Mismatch

Health Plan	Standard Filing Limits
MBHP	90 Calendar Days
Health New England	90 Calendar Days
Fallon Health	120 Calendar Days

MBHP Provider Billing 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 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

*While we communicate with providers in other ways, this is the most effective way to ensure you receive timely notifications.

Support Tools & Issues Resolution

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.MA@carelon.com.
 - When emailing, please include the following in the subject line: County (Ex: 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 18 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

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:
As of **September 29, 2025**, providers can email the new Escalation Mailbox:
MBHPPProviderEscalations@carelon.com.

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

- Detailed description of issue.
- List of outreach attempts, including dates.
- 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.

MBHP/Carelon Escalation Process

MBHP

Community Relations: **800-495-0086**

MBHP/Carelon

Provider Relations – provider.relations.MA@carelon.com

If you have tried *unsuccessfully* to address an issue through options above or through your assigned PR contact, please use the escalation emails below:

MBHP

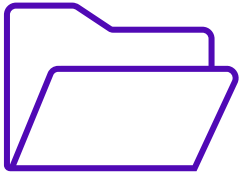
MBHPProviderEscalations@carelon.com

Carelon MA Health Plans (Fallon/Wellpoint)

MAProviderEscalations@carelon.com

MBHP Claim Corrections & Timely Appeals

Resubmission vs. Reconsiderations



Resubmission – claims submitted within the filing limit but are not clean due to billing errors

Providers have 90 days from the original denial to fix any billing errors and **resubmit** a corrected claim.

Claims denied for both billing errors and administrative errors should be **resubmitted** with corrections and then **appealed** as necessary.

Reconsideration – Claims that were submitted outside of the filing limit but otherwise clean.

Providers have 60 days from the date of the *original timely denial* to submit a **request for reconsideration** (i.e., a waiver of the timely filing requirement)

Requests must address why the claim was submitted outside of the filing deadline.

There are two (2) situations where MBHP will always approve filing waivers, if submitted within 60 days:

- *Retroactive Member eligibility*: If MassHealth enrolls a Member with MBHP on a retroactive basis, the Timely Filing Waiver Unit will approve waiver requests submitted within 90 days of the EVS change.
- *Retroactive clinical authorization for service*: If MBHP's Clinical Department authorizes service on a retroactive basis, the Timely Filing Waiver Unit will approve waiver requests submitted within 90 days of the approval date. A copy of the approval letter must accompany the waiver request.

Carelon Provider Portal Tips & FAQs

ProviderConnect Login Overview

Carelon ProviderConnect Access:

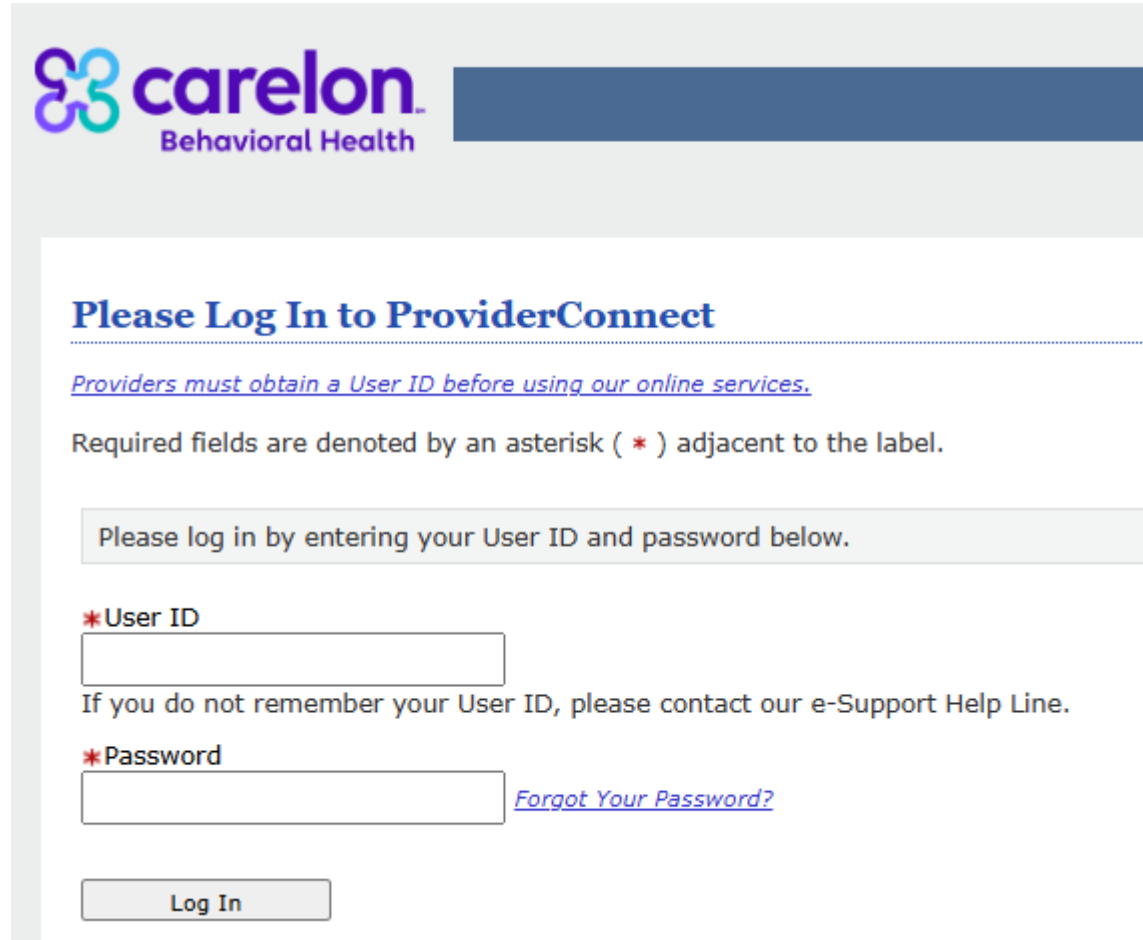
Access via MBHP Provider site
OR

use the direct link below:

providerconnect.carelonbehavioralhealth.com/pc/eProvider/providerLogin.do

To register for a new account:

Complete the provider website registration form. Login information will be emailed to you. (See slides 24 and 25 for details.)



The screenshot shows the Carelon Behavioral Health ProviderConnect login interface. At the top is the Carelon Behavioral Health logo. Below it is a blue header bar. The main content area has a title "Please Log In to ProviderConnect" followed by a note: "Providers must obtain a User ID before using our online services." A message states: "Required fields are denoted by an asterisk (*) adjacent to the label." Below this is a light gray box with the text: "Please log in by entering your User ID and password below." The login form consists of two fields: "*User ID" and "*Password", each with a text input box. Below the User ID field is a link: "If you do not remember your User ID, please contact our e-Support Help Line." To the right of the Password field is a link: "Forgot Your Password?". At the bottom is a "Log In" button.

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Behavioral Health

Please Log In to ProviderConnect

Providers must obtain a User ID before using our online services.

Required fields are denoted by an asterisk (*) adjacent to the label.

Please log in by entering your User ID and password below.

*User ID

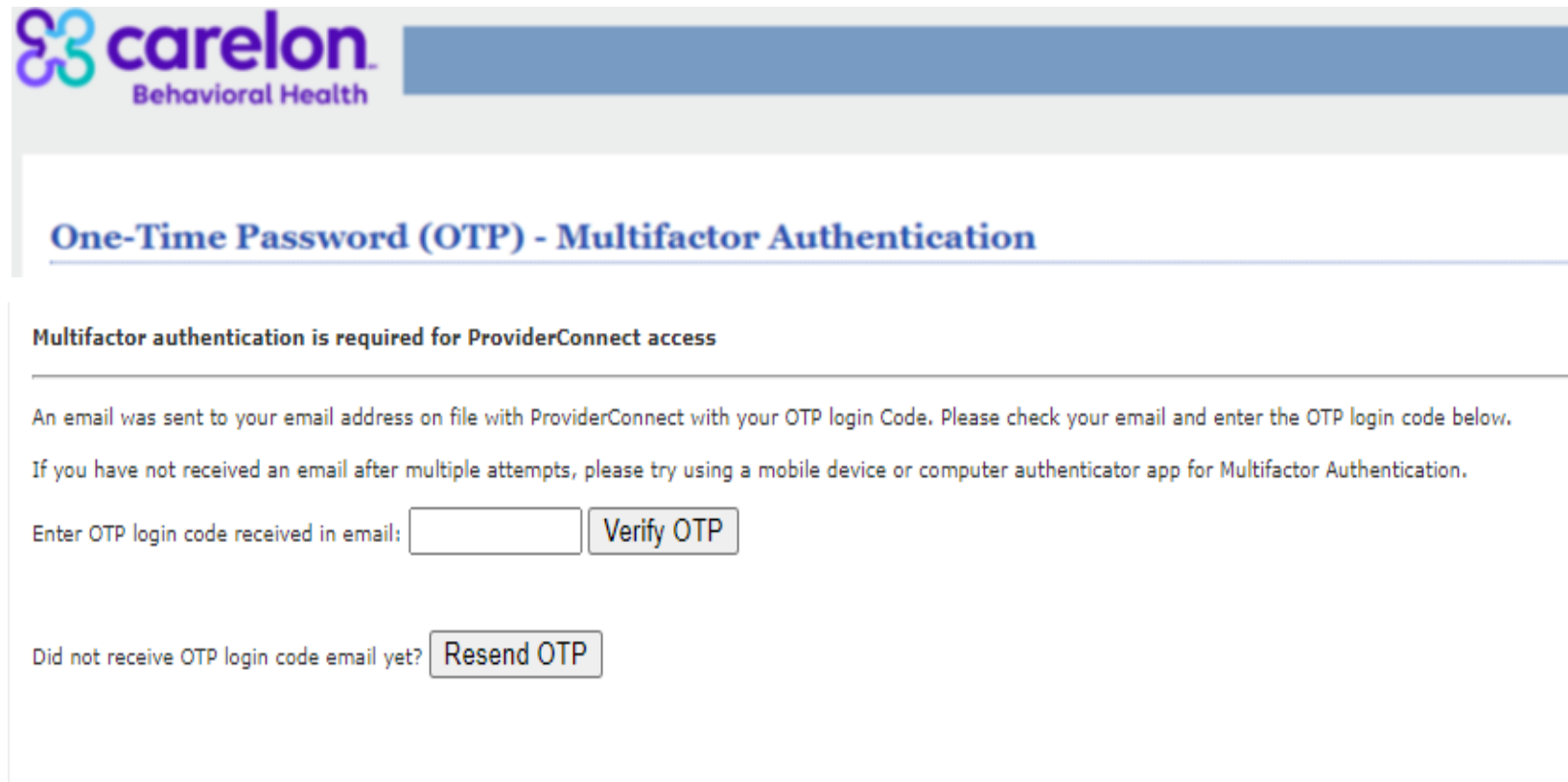
If you do not remember your User ID, please contact our e-Support Help Line.

*Password
 [Forgot Your Password?](#)

Log In

ProviderConnect Login (Continued)

ProviderConnect
also uses
Multifactor
Authentication
(MFA)



The screenshot shows the login interface for Carelon Behavioral Health. At the top left is the Carelon logo, which consists of a stylized 'C' made of three interlocking loops in blue, green, and purple, followed by the text 'carelon' in a bold, sans-serif font, and 'Behavioral Health' in a smaller font below it. To the right of the logo is a solid blue horizontal bar. Below this bar, the page title 'One-Time Password (OTP) - Multifactor Authentication' is displayed in a blue, sans-serif font, underlined. A horizontal line separates the title from the main content area. The main content area has a light gray background. It begins with the text 'Multifactor authentication is required for ProviderConnect access' in a bold, black, sans-serif font. Below this, there are two lines of instructional text in a standard black font: 'An email was sent to your email address on file with ProviderConnect with your OTP login Code. Please check your email and enter the OTP login code below.' and 'If you have not received an email after multiple attempts, please try using a mobile device or computer authenticator app for Multifactor Authentication.' The first line is followed by the text 'Enter OTP login code received in email:' and a text input field. To the right of the input field is a button labeled 'Verify OTP'. The second line is followed by the text 'Did not receive OTP login code email yet?' and a button labeled 'Resend OTP'.

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One-Time Password (OTP) - Multifactor Authentication

Multifactor authentication is required for ProviderConnect access

An email was sent to your email address on file with ProviderConnect with your OTP login Code. Please check your email and enter the OTP login code below.

If you have not received an email after multiple attempts, please try using a mobile device or computer authenticator app for Multifactor Authentication.

Enter OTP login code received in email: [Verify OTP](#)

Did not receive OTP login code email yet? [Resend OTP](#)

ProviderConnect Registration Overview

You must be registered with ProviderConnect to view claim status and enrollment information.

ProviderConnect online registration for MBHP accounts can be found at:

providerconnect.carelonbehavioralhealth.com/pc/eProvider/providerRegisterFromLogin.do

When completing registration, please note:

1. The **group name** is listed in the First/Last name fields. This is **not** the same as contact person requesting the account (see example fields below).
2. You will need to select the “Yes” radio button to indicate this is for MBHP.
3. If selecting for Claims submission, then a form will be presented that must be printed, signed, and faxed back for Carelon to upgrade to claims with the signature on file.

Provider Online Services Registration

*Required fields are denoted by an asterisk (*) adjacent to the label.

First Name	R LLC
*Last Name	PHOENIX HEALTH CENTE
Contact Name	John Smith

*Is this account for Massachusetts Behavioral Health Partnership (MBHP)?

☒ Yes ☐ No

Carelon ProviderConnect Troubleshooting

Difficulties Logging On:

- **Do not** allow for browser to auto populate the username and password.
- Type in the username (all CAPS), and type in the password as created (case sensitive).
- **Do not** copy paste username/ password. This may pick up a space that is not able to be validated.
- Type in One-Time Passcode from authenticator or email received for MFA.

If an error is returned that username and password combination do not match:

- Ensure Caps Lock is **not** on.
- Verify that you have typed the correct password.
- If password is forgotten– select “Forgot password” to step through reset process.

If account is locked due to multiple invalid attempts, password reset will not work.

- You must call EDI: 888-247-9311 or email: EDI-ProviderSupport@carelon.com to request unlock.
- You will need to provide user ID.

Q&A

Please continue to submit your questions. We will address those received through the pre-event survey first, followed by additional questions as time permits.

MassHealth eCAS System Updates – sent to providers in July

Introducing the New CANS Training

It's **required** for **ALL clinicians** to take the new CANS training and pass the certification exam before conducting CANS assessments and entering data in the eCAS system after July 20th.



July 22, 2026

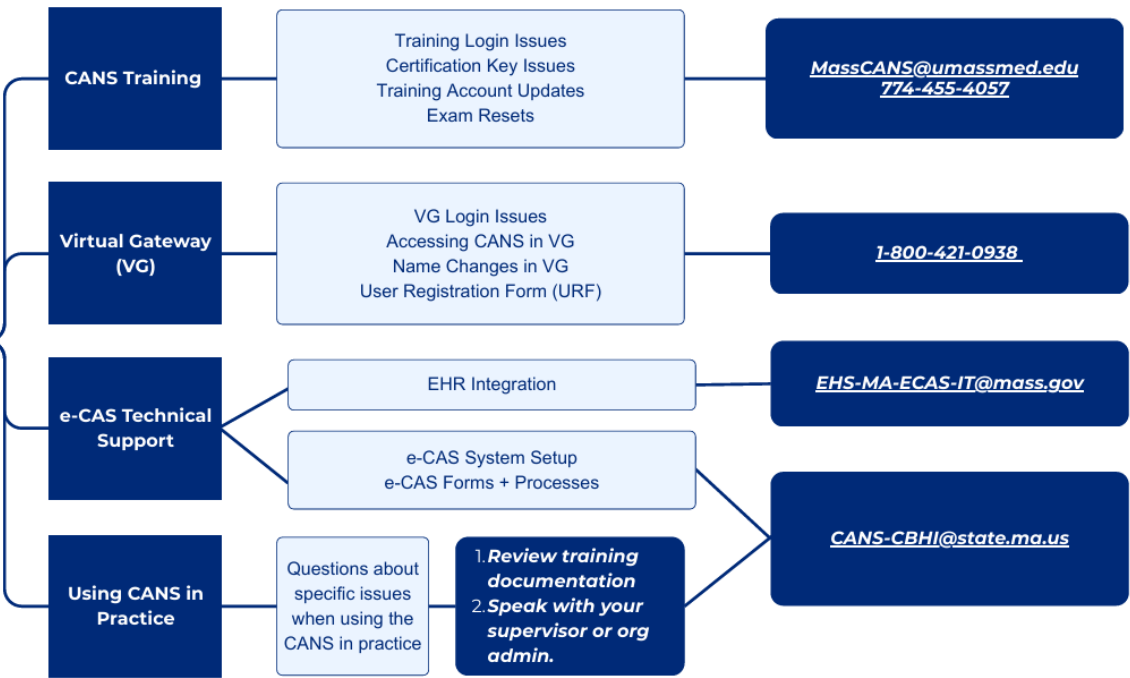
Please note: This message is intended for all Intensive Care Coordination (ICC), In-Home Therapy (IHT), In-Home Behavioral Service (IHBS), and Family-based Intensive Treatment (FIT) providers; CBHC Providers; all BH Outpatient Providers; all BH Inpatient Providers; and all CBAT Providers.

Good morning,

The MassHealth eCAS system launched on July 20 for the completion of the CANS tool, and there have already been CANS completed on the system! MassHealth knows that some users are experiencing challenges with access to the eCAS system, and IT and the helpdesk are working diligently to address these concerns. MassHealth wants to assure users that they are aware of the issues and as such are **allowing for 60 days for completion of the CANS (initial and reassessments) through 10/31/26**. Please see below for the chart for contacts regarding the various questions related to the CANS Tool Training and eCAS system access.

Thank you.

Getting Help
What do you need support with?

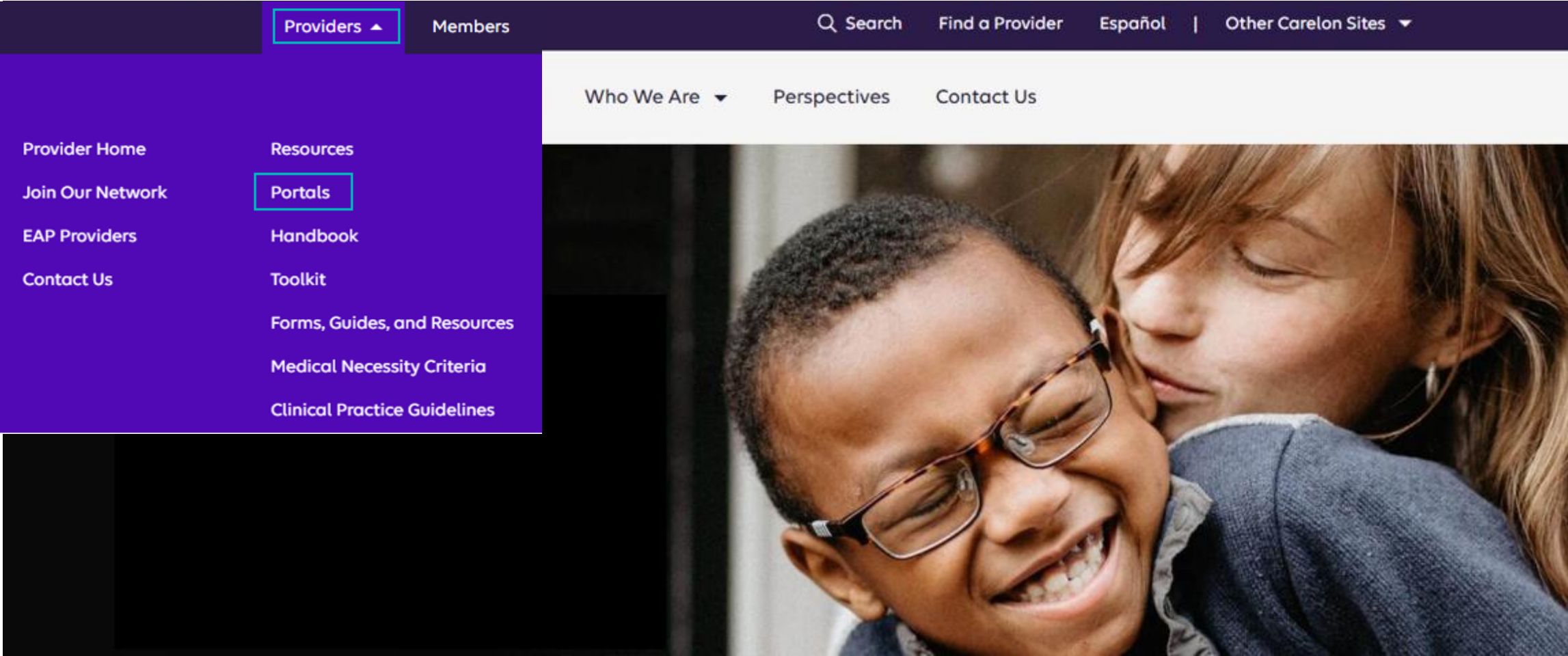




Thank you.

Appendix

Carelon Behavioral Health | Behavioral Health Services (Beacon)



Provider Resources | Carelon Behavioral Health

Provider resources

Provider Support



Provider portal

The provider portal offers access to information pertinent to your profile, including claims, eligibility, benefits, and much more. A unique login is required to access this tool.

[Log in to the provider portal](#)



Provider handbook

The provider handbook outlines our standard policies and procedures for individual providers, affiliates, group practices, programs, and facilities.

[Access the provider handbook](#)



Provider toolkit

Access the provider toolkit for guidelines, screening tools, medication information, and member materials needed for behavioral health treatments.

[Access the toolkit](#)



Provider newsletter

Our provider newsletter includes timely articles, training opportunities, regulatory updates, clinical highlights, and more.

[Access the newsletter](#)



Trainings

Trainings cover a variety of topics ranging from claim submission guidelines and provider portal support to behavioral health in youth and motivational interviewing.

[Access our trainings](#)



Content library

This trusted behavioral health and wellness resource provides a multitude of educational materials you can share with our members.

[Access the content library](#)

carelonbehavioralhealth.com/providers/resources

Provider Handbook | Carelon Behavioral Health

Access Policy and State/Plan Information

- Handbooks
- State Updates
- Covered Services



carelonbehavioralhealth.com/content/dam/digital/carelon/cbh-assets/documents/global/carelon-behavioral-health-provider-handbook.pdf