

MBHP Provider Town Hall: September 24, 2025
Frequently Asked Questions (FAQ)

1. Q: How do you identify your Provider Quality Manager (PQM)?

A: Your PQM is assigned if you're a large-volume provider, and they will meet with you regularly. If you have recorded an escalation that requires further investigation, a Provider Relations (PR) representative will be assigned to you, and you can then contact them directly.

2. Q: How can our agency be assigned a specific PR representative?

A: Every provider has access to a PR representative. Simply send an email to provider.relations@carelon.com, and a PR representative assigned to your geographic area will reach out to assist you.

3. Q: How do I escalate an issue?

A: If you are already working with a PR person and are dissatisfied with the progress or results, you can request to have your issue referred to a manager for further follow-up.

If you do not have a PR contact and are awaiting a response, you can email the Escalation Mailbox at MBHPPProviderEscalations@carelon.com for assistance.

4. Q: When will contracts for providers opting out of Behavioral Health Urgent Care be updated?

A: Providers who did not re-attest as a Behavioral Health Urgent Care provider before September 1, 2025, will have their fee schedules updated to the MHC Fee Schedule by the end of October 2025.

5. Q: Does MBHP cover services for Licensed Mental Health Counselor (LMHC)?

A: Yes, LMHCs are accepted into the MBHP provider network.

6. Q: Will there be a Town Hall that shares contacts for resolution of Wellpoint/Carelon issues?

A: We will be hosting combined quarterly town halls with MBHP and Carelon.

7. Q: How can we be added to the MBHP provider email list?

A: You can request to join the MBHP provider email list by visiting [Constant Contact email sign-up page](#). Members of this email list must be credentialed MBHP providers.

8. Q: Why can't we resubmit MBHP detox claims on the portal?

A: There are no portal restrictions on Direct Data Entry (DDE) for detox claims, so they can be resubmitted through the portal.

9. Q: How can I get multiple overpayments reviewed?

A: Contact MBHP Community Relations at 800-495-0086. Providers can review up to three claims per call.

10. Q: How do WellSense, Carelon, and MBHP differ in networks and billing processes?

A: Please refer to Carelon/MBHP breakout slide 5 of the presentation deck.

To review all the meeting presentation slides, visit providers.masspartnership.com/provider/EventsAndTrainings.aspx#ProviderTownHall.