



MBHP/Carelon Provider Town Hall

December 10, 2025

Agenda

Who We Are

Jill Lack, Director of Client Partnerships

Lonnie Coates, Director Network Management

Don Kehn, Director of Service Operations

WellSense Updates – FAQ

Jill Lack, Director of Client Partnerships

MBHP and Carelon Escalation Process

Jennifer LaRoche, Director, Behavioral Health Network

Lonnie Coates, Director Network Management

Updates for New Year

Jennifer LaRoche, Director, Behavioral Health Network

Lonnie Coates, Director Network Management

Who We Are

Carelon is the parent company of **Carelon Behavioral Health** and **MBHP**. It 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.).

Carelon BH is a leading behavioral health service company with nearly 40 years of program administration experience. We currently serve 61.5 million people across all 50 states. In Massachusetts, we partner with Wellpoint/GIC, Fallon and its (3) ACOs and WellSense and its (8) ACOs.

Our experience with employers, health plans, and government agencies, combined with our insights-driven approach, helps us manage services including:

- Mental health and emotional wellbeing
- Crisis and foster care
- Substance use disorder (SUD) recovery
- Employee health programs

Carelon Behavioral Health Team:

Jill Lack, Director of Client Partnerships

Lonnie Coates, Director Network Management

Don Kehn, Director of Service Operations



WellSense Updates

WellSense FAQs

How will contracting with WellSense change my relationship with Carelon?

To continue seeing WellSense members after Jan. 1, 2026, you will need a provider agreement directly with WellSense.

[Join our behavioral health network | WellSense Health Plan](#)

If you have additional questions regarding your relationship with Carelon, providers should contact Carelon directly at **800-397-1630**.

How will reimbursement work throughout the transition?

Carelon will continue as the behavioral health vendor for WellSense until Nov. 30, 2025, for New Hampshire Medicaid and Dec. 31, 2025, for other products. Claims for outpatient behavioral health services before these dates should go to Carelon, while claims for services on or after the go-live dates should be submitted to WellSense. Carelon will continue to manage inpatient facility claims for covered services that begin prior to the go-live dates through discharge.

[Behavioral Health \(BH\) Insourcing Quick Reference Guide](#)
[Behavioral health insourcing FAQs](#)

Where to Submit Claims

Line of Business	Dates of Service	Place of Submission
NH Medicaid	Before 12/1/25	Carelon
NH Medicaid	12/1/25 and after	WellSense
All Other Products in MA and NH	Before 1/1/26	Carelon
All Other Products in MA and NH	1/1/26 and after	WellSense
Examples		Place of Submission
NH Medicaid Member sees a BH provider on 11/25/25		Carelon
MassHealth Member sees a BH provider on 1/5/26		WellSense

Inpatient Admission Claims

Line of Business	Dates of Service	Place of Submission
NH Medicaid	Admission date prior to 12/1/25 and discharge date post 12/1/25	Carelon
NH Medicaid	Admission date on or after 12/1/25	WellSense
All Other Products in MA and NH	Admission date prior to 1/1/26 and discharge date post 1/1/26	Carelon
All Other Products in MA and NH	Admission date 1/1/26 and after	WellSense

Examples	Place of Submission
NH Medicaid member is admitted on 11/22/25 and discharged on 12/15/25	Carelon
MassHealth Member is admitted on 12/20/25 and discharged on 1/15/26	Carelon

Escalation Process

MBHP/Carelon Escalation Process

MBHP

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

MBHP/Carelon

Provider Relations – provider.relations@carelon.com

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

MBHP

MBHPProviderEscalations@carelon.com

Carelon MA Health Plans (Fallon/Wellpoint)

MAProviderEscalations@carelon.com

Additional Resources:

Medical Necessity Criteria (MNC) can be found at -

providers.masspartnership.com/provider/MedNecessityCriteria.aspx

Performance Specifications can be found at -

providers.masspartnership.com/provider/PerformanceSpecs.aspx

2026 Updates

Updates For New Year

Removal of Prior Authorization for Repetitive Transcranial Magnetic Stimulation (rTMS)

Effective Monday, November 3, 2025, Massachusetts Behavioral Health Partnership (MBHP) and BeHealthy Partnership providers will no longer be required to obtain prior authorization or concurrent review by submitting the Repetitive Transcranial Magnetic Stimulation (rTMS) Authorization Request form to outpatientteam@carelon.com before delivering rTMS services to MBHP Members.

This change applies to all MBHP Members, including those in the Primary Care Clinician (PCC) Plan, Community Care Cooperative (C3), BeHealthy Partnership, and Revere Health Choice.

The following codes will no longer require prior authorization or concurrent review:

90867, 90868, 90869 with modifiers U6 and/or UG

Updates For New Year

Please Update Your Information

CAQH Providers:

We request that you log into your CAQH accounts to update your provider directory information before the new year and biannually thereafter.

Please ensure your contact information is current and indicate whether you are accepting new patients.

You can update your information by visiting: www.caqh.org/providers.

Upcoming Training:

- **Building a Trauma-Informed Community Across All Levels of Care - Friday, December 12, 2025**
This event will delve into the definition of psychological trauma, explore its impact on overall wellness and provide tools for implementing meaningful Trauma Informed Care. Participants will also learn about the critical importance of trauma awareness across all levels of care. Register [here](#).

Thank you!

Please complete the post-event survey [here](#) or scan the QR code. Your feedback is invaluable as we continue to develop agendas and content for these meetings.

