



MA Provider Town Hall

March 18, 2026

Please note this meeting will be recorded.

Agenda

Welcome & Introductions

Jennifer LaRoche, *Director, Provider Network, MBHP*

Jill Lack, *Chief Executive Officer, MBHP*

Claims & Billing

Kate Caldwell, *Chief Operating Officer, MBHP*

Provider Information

Lonnie Coates, *Director, Network Management, Carelon*

Support Tools & Issues Resolution

Jennifer LaRoche, *Director, Provider Network, MBHP*

Q&A

Closing Remarks

Claims & Billing

Massachusetts Medicaid | Books Closing



Final Deadline for 2025 Claims Submittal

To our Provider Partners,

MassHealth has announced their Managed Care Entity (MCE) encounter claims payment cut-off for 2025 dates of service.

MCEs must process any outstanding 2025 claims by July 31, 2026, and August is the final month for MCEs to submit 2025 encounters to MassHealth.

Please be aware that **all 2025 claims must be submitted to Carelon and/or MBHP to process by June 15, 2026.**

Additionally, **any claim adjustment requests must be sent to Carelon and/or MBHP to review by June 1, 2026**, in order to meet the state deadline. ***Please be aware that submitting an adjustment request by the cutoff date does not guarantee payment, and contractual timely filing requirements still apply.***

As a reminder, in 2025, Carelon Health Plans with Medicaid Membership included: WellSense of Massachusetts, Health New England, Fallon Health, and the Massachusetts Behavioral Health Partnership (MBHP).

If you have any questions, please reach out to your provider relations representative or contact us through the below options:

Contact Method	Carelon	MBHP and HNE
Phone	Provider Service Line: 800-397-1630 Monday-Friday, 8 a.m.-8 p.m., ET	Community Relations Line: 800-495-0086 Monday-Thursday, 8 a.m.-5 p.m., ET; Fridays from 9:30 a.m. to 5 p.m. ET
Email	Provider.Relations@Carelon.com	Provider.Relations@Carelon.com

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

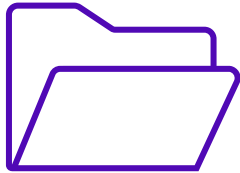
MBHP/HNE Top Denial Reasons

- 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 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.

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 Masspartnership.com 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

Provider Information

ProviderConnect Outage

We are aware that ProviderConnect users experienced a brief outage on 3/11/26 that affected multiple web-based applications. This issue was resolved in just over an hour.

Outage Notification



Important: ProviderConnect Outage

Issue Summary

Some users are currently unable to access web-based applications, including **ProviderConnect**, which may appear unresponsive in the web browser.

Current Status

Support teams are actively engaged to identify the root cause and mitigate impact. No applications have been confirmed as restored at this time. We will provide additional updates as they become available.

Resolution Notification



Update: ProviderConnect Outage Resolved

Issue Update

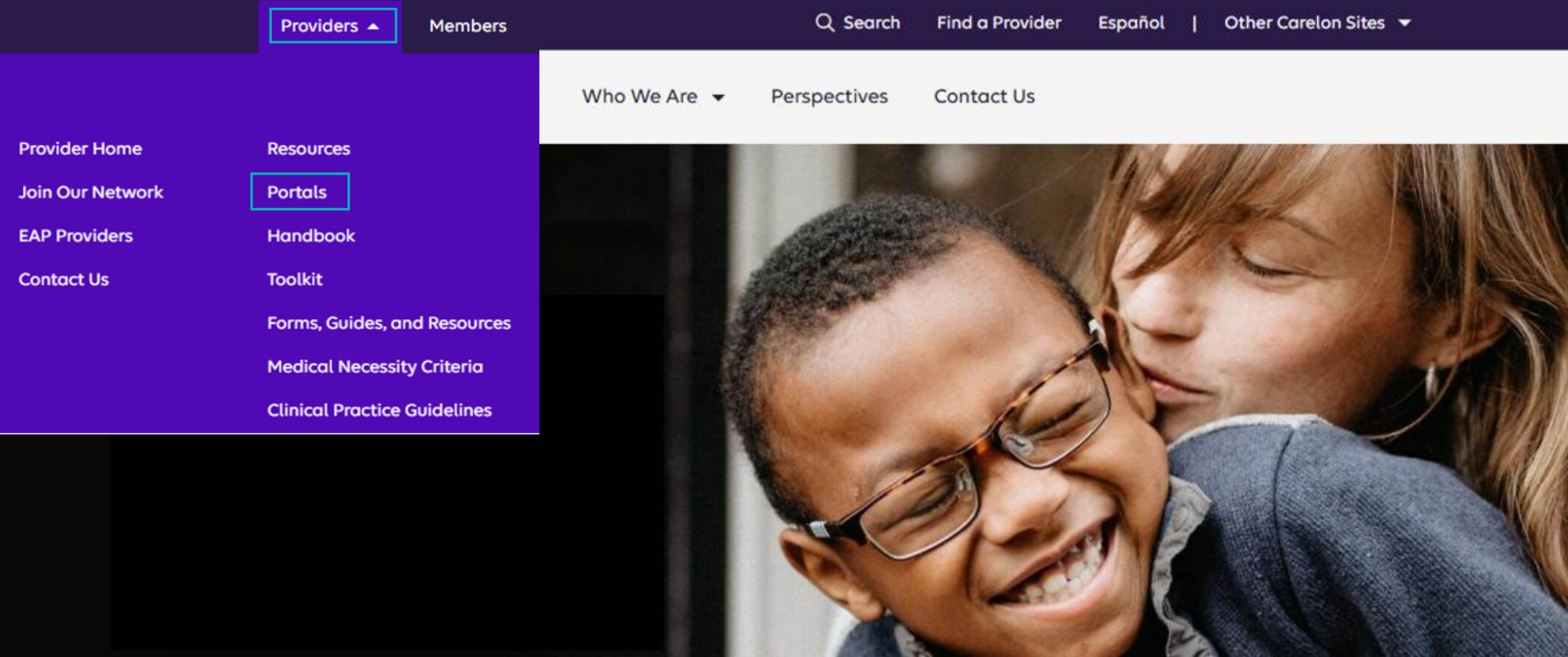
Thank you for your patience. As of 4:27 p.m. EST, the issue has been resolved and ProviderConnect is now back online.

Issue Summary

Some users were unable to access web-based applications, including ProviderConnect, which may have appeared unresponsive in web browsers.

Note: MBHP uses **Constant Contact** to send out secure Provider Alerts. Please make sure this organization is on your email safelist. More information is available at knowledgebase.constantcontact.com/email-digital-marketing/articles/KnowledgeBase/5873-Safelist-email-addresses-in-an-email-client-or-security-program?lang=en_US

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

How to Change Your Address

Carelon Behavioral Health process

- 1 Complete the Facility Change of Address Form**
The form must match the Tax Identification Number (TIN) on file. If you have more than one TIN, complete a separate form for each one.
- 2 Submit the completed form**
Send it by fax or mail using the contact details shown on the right.
- 3 Use the online update option if preferred**
Address changes can also be submitted through the ProviderConnect portal.
- 4 Contact Carelon for help**
If you need assistance or have questions, call Provider Services.

Submission Details

Fax

(866) 497-9265

Mail

Carelon Behavioral Health
PO Box 989
Latham, NY 12110

Online

www.carelonbehavioralhealth.com/providers/forms-and-guides

Help

Call (800) 397-1630

Important: Complete the address change within 10 days of the form date to avoid backup withholding issues.

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](#)

Support Tools & Issues Resolution

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

MBHP Provider Website Login Overview

MBHP Provider Portal Access:

Use link below or go to Masspartnership.com

providers.masspartnership.com/provider/Login.aspx

Complete the provider website registration form.

Login information will be emailed to you.

Behavioral Health Providers

- Getting Started
- Provider Information
- Children's Behavioral Health Initiative
- MA Behavioral Health Roadmap
- Community Behavioral Health Centers/MCI
- Find a Provider
- Integrated Care Management Program
- MassHealth Info and Other Important Contacts
- Quality Management Program
- Resources
- Events and Trainings

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.

MBHP Provider Website Continued

You will need to verify login using Multi-Factor 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

Q&A



Thank you.

Appendix

WellSense Transition

Where to Submit Claims

Lonnie

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

WellSense Transition 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