

## Carelon Provider Portal Frequently Asked Questions

1. How do I register for the Carelon Provider Portal?  
Please register for the portal by signing up [here](#).
2. Which email address should I use for registration?  
To ensure the protection of each member, a business email address is required for registration. If you need further assistance with email registration, please contact Portal Support at: 844-411-9622 or by clicking [here](#).
3. Which "Account Type" should I choose?
  - a. SDoH Provider Admin- works in the contracted SDoH agency and accepts/declines referrals. These users may also perform visits.
  - b. SDoH Clinician-clinician working in the field and completing the visits.
  - c. Physician- Works at the Physician office.
  - d. Home Health Agency- This account type allows users in the HHA to process only authorizations.
  - e. Home Health Billing Office- This account type allows users in the HHA access only the billing information.
  - f. Home Health Admin- This account type allows user access to authorizations and billing (usually a manager of the HHA).
  - g. Health Plan Case Manager- Must be from the health plan.
  - h. DMEPOS Provider-This account allows users from the DMEPOS providers office to process authorizations.
  - i. Post-Acute Facility-This account allows users from the PAC facility to process authorizations
  - j. Hospital Case Manager/Discharge Planner-This account allows the hospital case. manager/discharge planner to submit authorization on behalf of the Post Acute Facility
  - k. Specialty Program Provider Admin (WCC, CHAPP)- This account allows users to search and create HH authorizations and have access to Wound Care Connect and CHAPP dashboard to view all the agency's admissions/referrals as well as those assigned to users.
  - l. Specialty Program Clinician (WCC, CHAPP)- This account allows the user to search and create Home Health authorizations and have access to the admissions/referrals assigned to the user
4. How do I change or reset my password?  
From the Carelon Provider portal login page, please select "Forgot Password" to reset or change your password or click [here](#). Instructions will be sent to your email address listed on your account.
5. Why did I receive communication about a password reset or change due to no activity?  
Carelon requires all portal users to reset their password every 30 days even if you have been active in the portal. Please follow the directions in the email that you received.

6. What options do I have when accessing the portal?

The Carelon provider portal has been designed to create and submit authorization requests for Home Health, Post Acute Care, DMEPOS, SDOH, Stars and Wound Care. The Provider Portal offers access to several self-service tools.

When you access the Carelon Provider Portal, you can:

- Create a new authorization request
- Request additional services under an active authorization
- Search for a member using the authorization number
- Search using a Members' (Health Plan) Subscriber ID
- Upload **clinical** and non-clinical documents supporting the authorization request
- View documents that have been uploaded to the authorization
- Perform a status check
- Print information regarding the requested services

For additional inquiries about the portal, please contact portal support at 844-411-9622 option 4 or by clicking [here](#).

7. I am unable to create an account with my NPI number, what do I do?

Please visit our Carelon Provider Medical Benefits Management Provider Materials page. From the Health Plan resources page, complete the Agency Information form.

For further assistance with obtaining the Agency Information form please reach out to Provider Demographic Management by clicking [here](#).

8. I have a portal account and need an NPI added, what information is needed?

Please provide the following to portal support when requesting an NPI add:

- Health plan (Anthem, Aetna, Regence)
- NPI
- Tax ID
- Address

9. What is multi-factor authentication (MFA) and how do I use it?

Multi-factor authentication (MFA) is a multi-step login process that requires system users to enter their username and password followed by additional information such as a code sent to their email or phone. In some cases, the additional authentication step may involve answering a secret question that's been set up ahead of logging in. Another name that is commonly used for this type of authentication is two factor authentication or 2FA.

Please click [here](#) for step-by-step instructions.

10. I am unable to access members' claim, what should I do?

Please reach out to our Claims Department at 844-411-9622 option 5

11. I am unable to locate a member when entering in their name on the portal, what should I do?

When entering in a member's information, please ensure the following:

- Type in last name as it is shown on the Insurance card
  - Do not use the alpha prefix that is listed on the Member ID
- \*If you are still unable to locate a member after completing above steps, please contact Carelon Customer Support at 844-411-9622 option 2

12. The member is showing active with another Service Provider, what should I do? Please contact our Customer Support Team at 844-411-9622 option 2.

13. How do I contact Portal Support?  
Please call 844-411-9622 or submit a form [here](#).