



RE: Carelon Post Acute Solutions, Inc.* Teaming with Medicare markets for Empire BlueCross BlueShield for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) authorizations effective 7/1/23

Dear Provider:

Carelon Post Acute Solutions, Inc. is excited to announce the collaboration with Empire BlueCross BlueShield for Medicare Advantage for management of Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) services effective **July 1, 2023**.

Delegated services include prior authorization requests for Medicare Advantage individual and group retiree members in the states of **California, Colorado, Connecticut, Georgia, Indiana, Kentucky, Maine, Missouri, New Hampshire, New Jersey, New Mexico, Nevada, New York, Ohio, Tennessee, Texas, Virginia, Washington, and Wisconsin**

For services beginning on or after July 1, 2023, prior authorization requests for Durable Medical Equipment, Prosthetics, Orthotics, and Supplies (DMEPOS) services will be reviewed by Carelon for place of service 12 (home), 13 (assisted living facility), and 14 (group home). The goal of this program is to ensure members receive the right product for the right duration of time in the home.

Beginning June 20, 2023, prior authorization requests for services beginning July 1, 2023, or after can be obtained via the Carelon portal, the most efficient means, or by fax. Please visit the Carelon website below for the provider portal and program information:

Website: <https://providers.carelonmedicalbenefitsmanagement.com/postacute/anthem>

Phone: 844-411-9622

Fax: 833-678-0223

Carelon would like to invite you to participate in an orientation session. This orientation is a training session covering the Carelon program and prior-authorization process. Enclosed you will find the orientation information and how to schedule your session. Although not mandatory, the health plan and Carelon encourage your staff to attend one of the sessions.

Sincerely,

Carelon Provider Relations Team

DMEprovider_relations@Carelon.com

* Carelon Post Acute Solutions, LLC is an independent company providing services on behalf of the health plan.

NYBCBS-CR-021912-23 April 2023



Carelon | Orientation Information

During the next few weeks, Carelon will lead informational sessions designed to orient you and your staff with our services. There are several dates and times available for a web orientation session with the Carelon Provider Relations team. Each session will last approximately one hour.

This session will cover the following topics:

- Authorization process
- Clinical documentation requirements
- Portal Training

Web Orientation Sessions

If you and/or your staff wish to attend one or more of our web orientation sessions, you must register online. To register for an orientation session, please visit the following website and select the date and time of your choice: <https://providers.carelonmedicalbenefitsmanagement.com/postacute/anthem>.

After you have registered for an orientation, you will receive an e-mail invitation including:

1. Confirmation for the date and time you selected
2. A link to join the online orientation with full video and audio capabilities
3. Reminder e-mails will also be sent if you registered in advance

Date	Time
6/1/2023	2:00pm-3:00pm CDT
6/6/2023	2:00pm-3:00pm CDT
6/8/2023	2:00pm-3:00pm CDT
6/14/2023	2:00pm-3:00pm CDT
6/20/2023	2:00pm-3:00pm CDT
6/22/2023	2:00pm-3:00pm CDT
6/27/2023	2:00pm-3:00pm CDT
6/29/2023	2:00pm-3:00pm CDT
7/6/2023	2:00pm-3:00pm CDT
7/11/2023	2:00pm-3:00pm CDT
7/13/2023	2:00pm-3:00pm CDT
7/19/2023	2:00pm-3:00pm CDT
7/20/2023	2:00pm-3:00pm CDT

If you have any questions regarding the orientation sessions, please contact a Carelon Provider Representative by e-mail at DMEprovider_relations@Careloncare.com or by phone at 844-411-9622. Recordings of sessions will also be available upon request.

* Carelon Post Acute Solutions, LLC is an independent company providing services on behalf of the health plan.

NYBCBS-CR-021912-23 April 2023