

**RE: Carelon Medical Benefits Management, Inc. Partnering with Anthem Blue Cross and Blue Shield (Anthem) for in-patient post-acute authorizations for Commercial members effective August 1, 2024**

Dear Provider:

Carelon Medical Benefits Management, Inc. is excited to announce the partnership with Anthem for management of in-patient post-acute care services for Commercial members in the states of **Connecticut, Maine, and New Hampshire** effective **August 1, 2024**.

Carelon is a care and benefits management company working with payers and providers to manage in-patient post-acute care services more effectively. Carelon collaborates with members, caregivers, and facility care managers/discharge planners to provide transition planning as well as the pre-service and concurrent review authorizations of post-acute care services. The goal of this program is to support members through their recovery process in the most appropriate, least restrictive environment.

Prior authorization requests for admission to or concurrent stay in a skilled nursing facility (SNF), an inpatient acute rehab facility (IRF), or a long-term acute care hospital (LTACH) for members of most Commercial plans will be reviewed by Carelon for admit dates occurring on **August 1, 2024**, and after.

Beginning July 30, 2024, prior authorization requests for members whose anticipated post-acute care admission date is August 1, 2024, or after can be obtained via the Carelon portal. Please visit the Carelon website below for the provider portal and program information:

**Website:** <https://providers.carelonmedicalbenefitsmanagement.com/postacute/Anthem>

**Phone:** 833-431-0780

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, Anthem and Carelon encourage your staff to attend one of the sessions.

Sincerely,

**Carelon Provider Relations Team**

PACprovider\_relations@carelon.com

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In 17 southeastern counties of New York: Anthem HealthChoice Assurance, Inc. and Anthem HealthChoice HMO, Inc. In these same counties, Anthem Blue Cross and Blue Shield HP is the trade name of Anthem HP, LLC and Anthem Blue Cross and Blue Shield Retiree Solutions is the trade name of Anthem Insurance Companies, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. Anthem Blue Cross and Blue Shield and its affiliate Healthkeepers, Inc. serve all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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### **Carelon | Orientation Information**

During the next few weeks, Carelon will lead informational sessions designed to orient you and your staff with our services. We encourage the following staff to attend a session: admissions staff, case managers, discharge planners, nursing directors, therapy directors, social services, and facility administrators.

This is a self-paced orientation session with the Carelon Provider Relations team. Each session will last approximately one hour and cover the following topics:

- Authorization process: SNF, IRF, LTACH
- 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:

**Website:** <https://providers.carelonmedicalbenefitsmanagement.com/postacute/provider-materials/anthem-provider-resources/pac-im/>

If you have any questions regarding the orientation sessions, please contact a Carelon Provider Representative by e-mail at PACprovider\_relations@carelon.com or by phone at 833-431-0780. Recordings of sessions will also be available upon request.