



Carelon Provider Portal

Two-way communication: Radiology and Cardiology Solutions

May 2026

Problem: Phone-based follow-up delays case review

Current state	Future state
<ul style="list-style-type: none">⦿ After a case is submitted, all follow-up communication is conducted by phone.⦿ Carelon must call provider offices to request any additional information needed.⦿ Provider office staff must be available during outreach attempts⦿ Provider offices may need to navigate the Carelon contact center phone system to connect with the appropriate representative.⦿ Provider offices are not always aware of which specific items are missing from a case.	<ul style="list-style-type: none">✓ Carelon clinical staff can initiate outreach to Provider Portal users directly through the portal.✓ Portal users will receive a notification when a Carelon clinician sends a message.✓ Provider portal users can respond to Carelon within the portal as their schedule allows.✓ Messages clearly outline the information needed to complete the case review.



Benefits: Faster, trackable communication with less phone outreach

- Reduces phone calls, hold times, and repeated outreach attempts
- Allows providers to respond when their schedule allows
- Clearly identifies the missing clinical information needed for review
- Provides visibility into message delivery, response status, and history
- Improves the provider portal experience by keeping communication in one place
- Supports faster case review by helping complete missing information sooner



Provider portal message center – Secure message

Order Request

Secure Message (0) Provider Management Manage Your User Profile Help Center

Viral Patel Logout

Start Your Order Request Here

Check Member's Eligibility

Order Search

View Order History

Access Your Optinet Registration

Service Date * MM/DD/YYYY

Enter the date the service(s) will be performed
For Genetic Testing, use the sample collection date, date test is performed, or retrieval date in alignment with the CMS Laboratory Date of Service Policy. For exception consideration, contact GeneticTestingSolution@carelon.com

Member Details:

First Name *
Last Name *
Member ID *
Date of Birth * MM/DD/YYYY

Find This Member

Search Tips

- The Member ID should match what is on the member's card including Alpha Prefix where applicable.
- In the member's id number entry, do not include the dependent code.
- For Federal Employees (FEP) members, please include the leading "R" in the search. If there is an asterisk as part of the Member ID, do not enter it before searching.
- Member not found? Try entering only one character of the patient's first name and two characters of the last name. If you are having issues, try removing the prefix from the member's id number (first three characters of the member's ID number) and search again.

Message Center

Refresh

All Message Unread Close Today

Delete Mark as Read

Message Type	Member Name	Order ID	Health Plan	Received	Request Status
<input type="checkbox"/> Required Documentation Has Not Been Received		136127103		09/19/2023 09:17:53 AM	Closed
<input type="checkbox"/> Clarification is Needed For Clinical Details		136703223		10/26/2023 09:37:17 AM	Closed
<input type="checkbox"/> More Information Required		136891899		03/19/2023 11:57:37 AM	Closed
<input type="checkbox"/> Required Documentation Has Not Been Received		136862481		03/20/2023 09:05:11 AM	Closed
<input type="checkbox"/> Clarification is Needed		136939995		04/30/2023 04:28:52 AM	Closed
<input type="checkbox"/> Clarification is Needed		136939995		04/30/2023 06:58:43 AM	Closed
<input type="checkbox"/> Required Documentation		136939995		04/30/2023 06:58:43 AM	Closed
<input type="checkbox"/> Response: Additional Information Provided		136939995		04/30/2023 07:10:15 AM	Closed
<input type="checkbox"/> Response: Additional Information Provided		136939995		04/30/2023 07:10:15 AM	Closed
<input type="checkbox"/> More Information Required		136939995		04/30/2023 09:05:09 AM	Closed

Total Number of Records Found: 13

- The Message center provides a centralized location for provider portal users to view and respond to Carelon messages.
- Carelon clinical reviewers can request missing or clarifying information needed to support an appropriate clinical determination.
- Portal users can submit additional documentation or clinical details online, reducing the need to call Carelon for follow-up.



We save providers time by communicating in real time on our portal

The screenshot shows a 'Message Center' interface. At the top, there are navigation buttons for 'Message Center', 'Previous', and 'Next'. Below this, a message header reads 'Message: Clarification is needed'. The main content area is divided into several sections:

- Order ID: 136930695**
- Member ID:** [redacted] **Date of Birth:** [redacted] **Age:** 60
- Diagnostic Imaging | Medicare**
 - Services: 93307 - ECHO, transthoracic, heart, complete
 - 72149 - Contrast MRI of lumbar spine
- Provide Additional Information**
 - Based on clinical review, additional information is needed to complete your request.
 - Please provide this information as soon as possible, otherwise this request could close on 5/8/2026 at 7:00 PM
 - To assist with pre-authorization, please provide details of any completed physical therapy or physician-directed home exercise. If these were not completed, please provide documentation explaining why. *
 - Enter your answers here
 - 1500 characters left (Maximum 1000 characters)
 - Please provide the documents requested below. If these were not completed, please provide documentation explaining why. *
 - To assist with pre-authorization, please provide recent x-ray/radiograph imaging reports pertinent to this request.
 - To assist with pre-authorization, please provide office visit notes from at least three (3) most recent visits, including documentation of physical exam findings.
- DISCLAIMER**

By proceeding, you confirm that you are authorized to access and disclose Protect providers linked to this organization.

You also agree to limit your access to the minimum amount of information necessary to view, please notify Carelon Medical Benefits Management immediately at (800) 2...

Information disclosed should be accurate and be supported by the patient's medical Management provider portal.
- ATTACHMENTS**

FILE NAME	UPLOADED DATE/TIME	FILE SIZE	FILE TYPE	STATUS	ACTION
No record found.					

Results per page: 10 0 of 0 {< > >>}

Please attach file and wait for the 'Status' updated to 'File Accepted' before navigating to a different tab

ATTACH FILE

Submit Additional Information

- Carelon Radiology and Cardiovascular clinical reviewers can send secure, case-specific requests for missing information needed to complete review.
- Providers can enter additional clinical information, clarify details, and attach supporting documentation directly in the portal.
- This reduces the need for phone follow-up and helps move the case toward timely review.

