



# Tips for Using Carelon Medical Benefits Management



## Carelon Medical Benefits Management's (formerly Carelon Specialty Health) prior authorization services improve provider efficiency for pre-service and post-service reviews.

Applies to some Blue Cross and Blue Shield of Oklahoma (BCBSOK) commercial members.

### The Carelon ProviderPortal® will simplify pre- and post-service reviews.

- Use the Carelon [ProviderPortal](#) to request prior authorization (pre-service)
- Post-service review requests should also be submitted directly to Carelon via the [ProviderPortal](#)
- Do not submit medical records to BCBSOK for care categories managed by Carelon
- If medical records are needed, Carelon will request them via the [ProviderPortal](#)

### Care categories that require prior authorization through Carelon effective Jan. 1, 2021.

- Advanced imaging and cardiology
- Joint and spine surgery, pain management
- Genetic testing
- Radiation therapy

Benefits will vary based on the service being rendered and individual and group policy elections. **Always check eligibility and benefits first, through Availity®** or your preferred web vendor. This step will confirm coverage and other important details, such as prior authorization requirements and vendors.



### **Carelon's Portal Offers End-to-End Efficiencies for pre- and post-service reviews.**

- Self service available 24/7
- Smart clinical algorithms mean real-time terminations, in many cases
- Transparent feedback before transferring to clinical review
- Check order status and view order history
- Increases payment certainty
- Reference desk training and tutorials

#### **Provider resources:**

- You can access and register for the [Carelon ProviderPortal here.](#)
- If you have questions or issues with the ProviderPortal call the Carelon support team at 800-252-2021.
- Check out our [Carelon provider microsite](#) for training webinars, clinical guidelines and other resources.
- Find code lists that require prior authorization in the [Utilization Management](#) section of the BCBSOK provider website.

Carelon Medical Benefits Management is an independent company that has contracted with Blue Cross and Blue Shield of Oklahoma to provide utilization management services for members with coverage through BCBSOK.

Availity is a trademark of Availity, L.L.C., a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSOK.

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