

Date: January 17, 2025  
From: Carelon Behavioral Health  
Subject: Billing and Reimbursement for Behavioral Analysis (BA) Services During Continuity of Care

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Effective February 1, 2025, Carelon Behavioral Health (Carelon), in partnership with Simply Healthcare Plans, Inc. (Simply), will serve the healthcare needs of members seeking Behavioral Analysis (BA) services. During the continuity of care period, providers must be able to bill and receive reimbursement for BA services effectively, regardless of pre-existing contracts or agreements. This document outlines the necessary procedures and resources to ensure seamless operation during this period, effective from February 1, 2025, as Carelon partners with Simply to meet the needs of members seeking BA services.

1. BA Billing and Reimbursement During the Continuity of Care (COC) Period:
  - Providers are allowed to bill for BA services without existing contracts during the continuity of care period. Carelon will comply with the COC requirements and shall be responsible for the costs of continuation of such course of treatment, without any form of authorization and without regard to whether such services are being provided by participating or non-participating providers for up to ninety (90) days after the effective date of enrollment. Carelon shall reimburse non-participating providers at the rate they received for services rendered to the enrollee immediately prior to the enrollee transitioning for a minimum of ninety (90) days, unless said provider agrees to an alternative rate.
  - Ensure claims are submitted accurately to receive timely reimbursement, as governed by regulatory guidelines. Claims will be reimbursed at 100% of Medicaid allowable.
2. Claims should be submitted in one of the following ways:
  - Availity Essentials is Carelon's one-stop, self-service preferred choice for data entry claims submissions. Link and trainings can be found here: [Availity Essentials | Carelon Behavioral Health](#)
  - Paper claims can be mailed to Carelon, PO Box 1870, Hicksville, NY, 11802-1870.
3. Timeline of reimbursement from receipt of a clean claim:
  - Carelon processes claims in accordance with Florida Statute. Fifteen (15) days for electronically submitted and twenty (20) days for non-electronically submitted claims.
4. Location of additional training materials for ongoing billing and reimbursement:
  - Carelon's Provider Education and Training portal for a full list of live and archived (previously recorded) trainings: [Provider Training | Carelon Behavioral Health](#)
  - Carelon's Provider Handbook: [carelon-behavioral-health-provider-handbook.pdf](#)
5. Direct contact information for provider assistance with BA billing and reimbursement:

*Carelon Behavioral Health is an Elevance company.*



- Please contact Carelon's National Provider Service Line at 1-800-397-1630, 8 am – 8 pm, EST or the Florida dedicated PR team at [provider.relations.FL@carelon.com](mailto:provider.relations.FL@carelon.com)