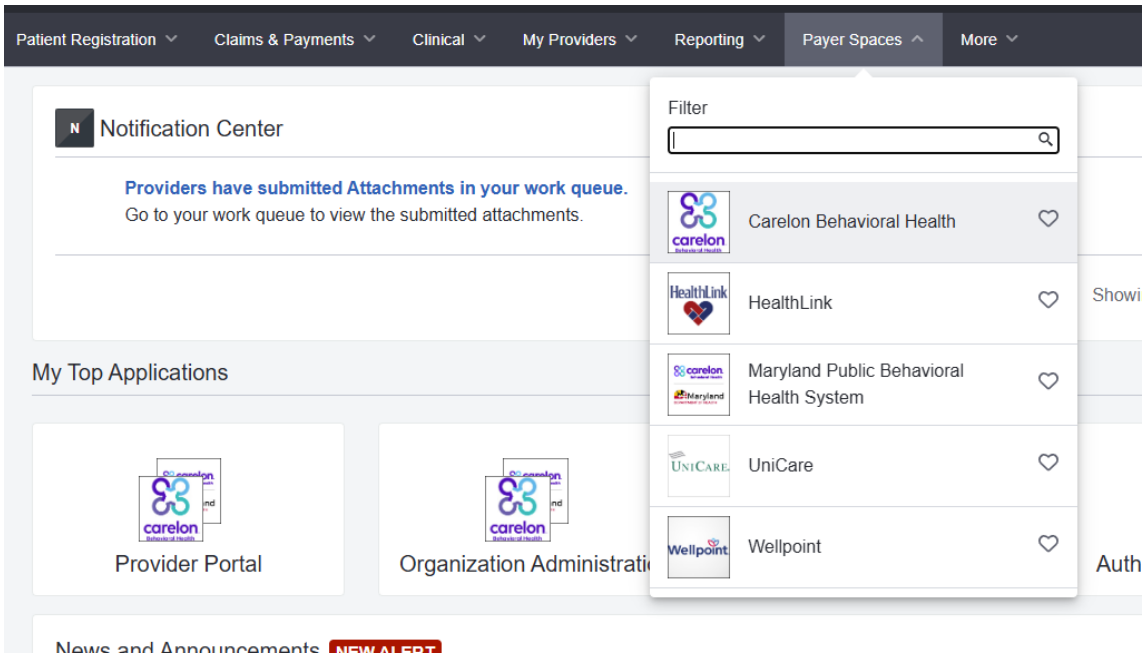
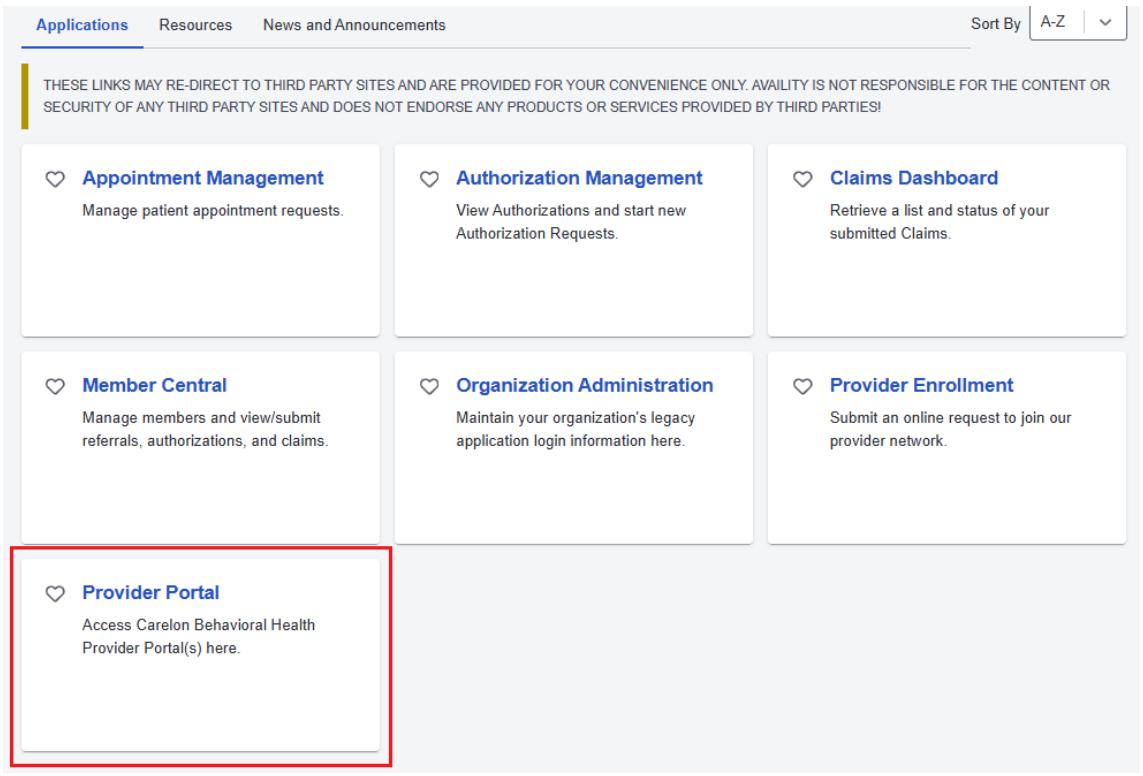
Fund Registration via Availity

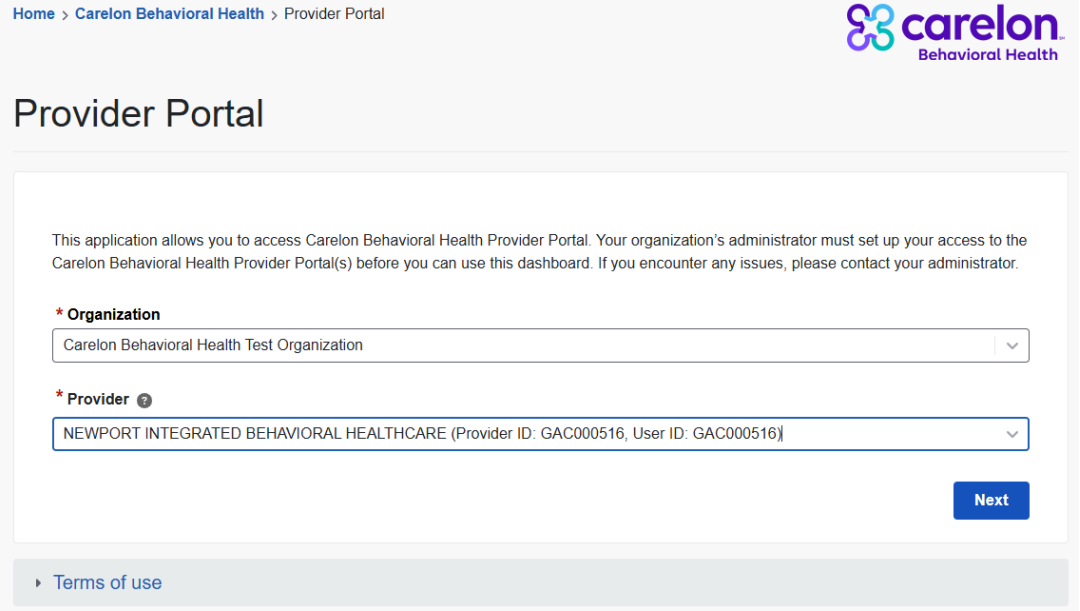
1. Log in to Availity.
2. From the home screen select **Payer Spaces** dropdown and select **Carelon Behavioral Health** payer space.



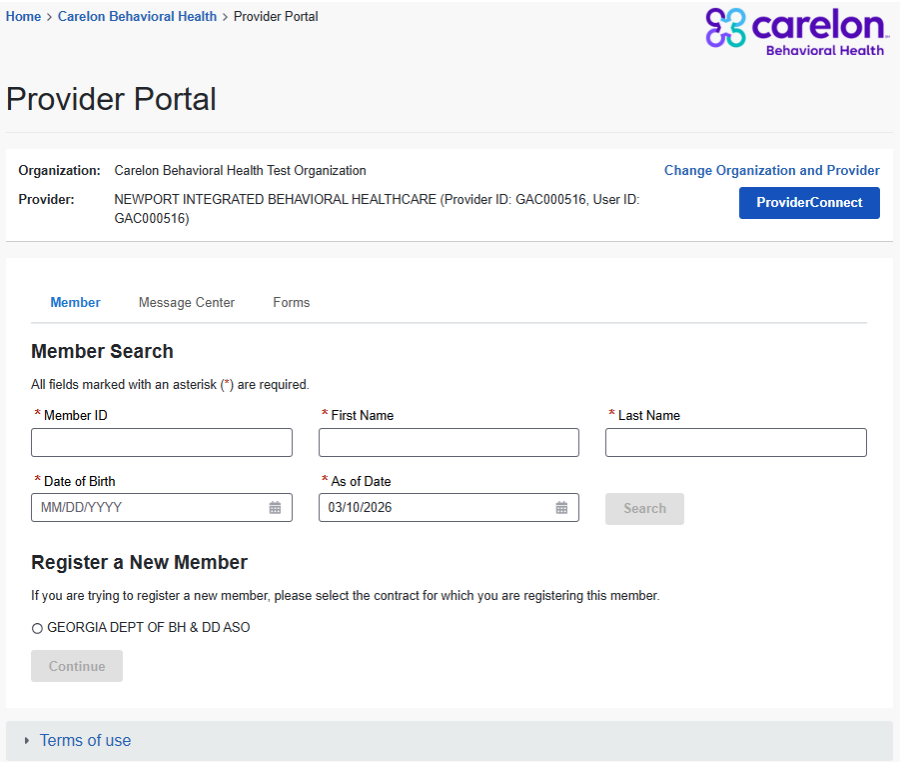
3. From the Carelon Behavioral Health Payer Space, select **Provider Portal** application.



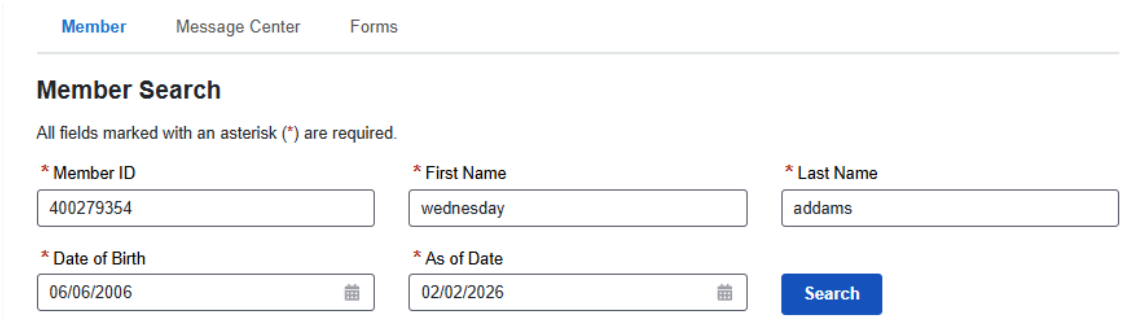
4. In the landing page, select an **Organization, Provider** and click on the **Next** button to navigate to the Member Search page.



5. The Eligibility & Benefit Search can be completed prior to registering any individual. This reduces the chance of duplicate member ID's and registrations being created. Use required fields denoted with an asterisk(*) for your search.

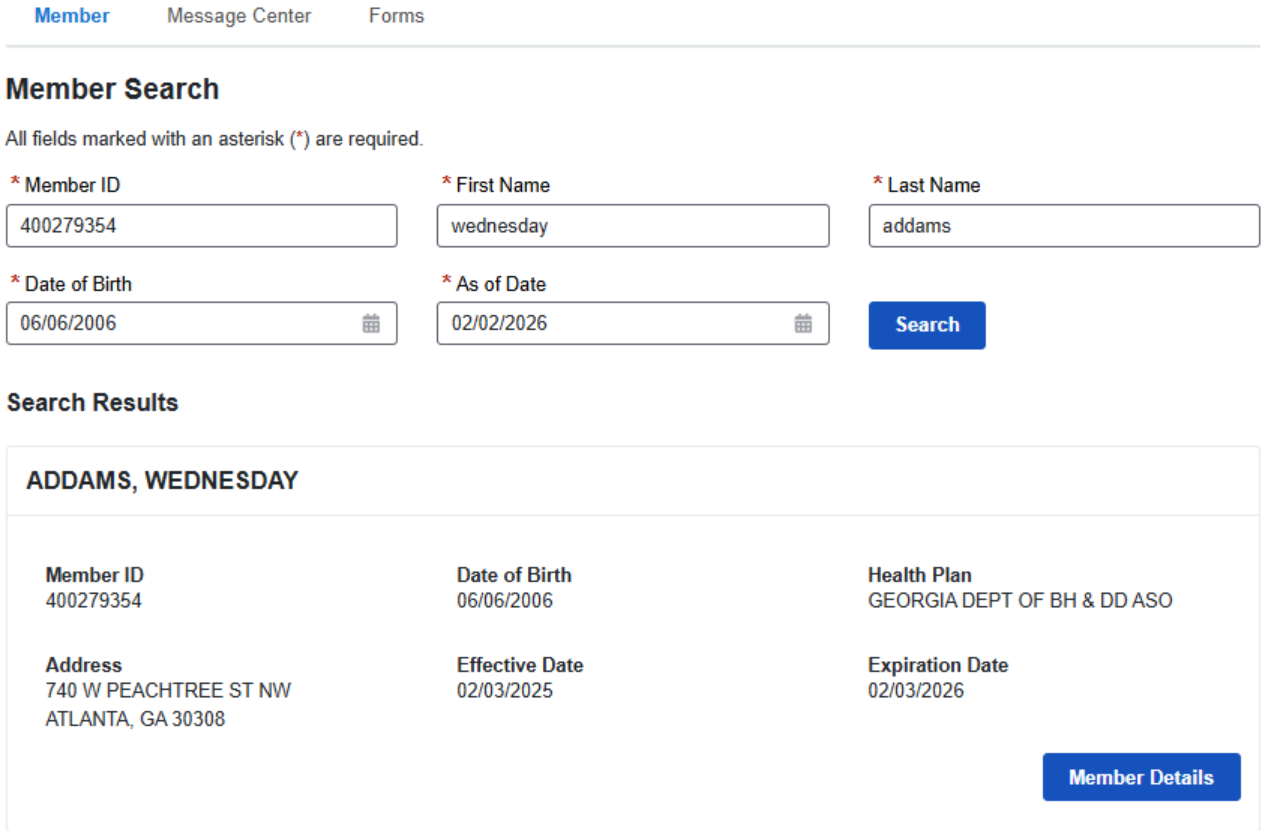


   a. If you already know the Carelon **Member ID,** enter it in combination with **First Name, Last Name** and **Date of Birth** and click on **Search** button.

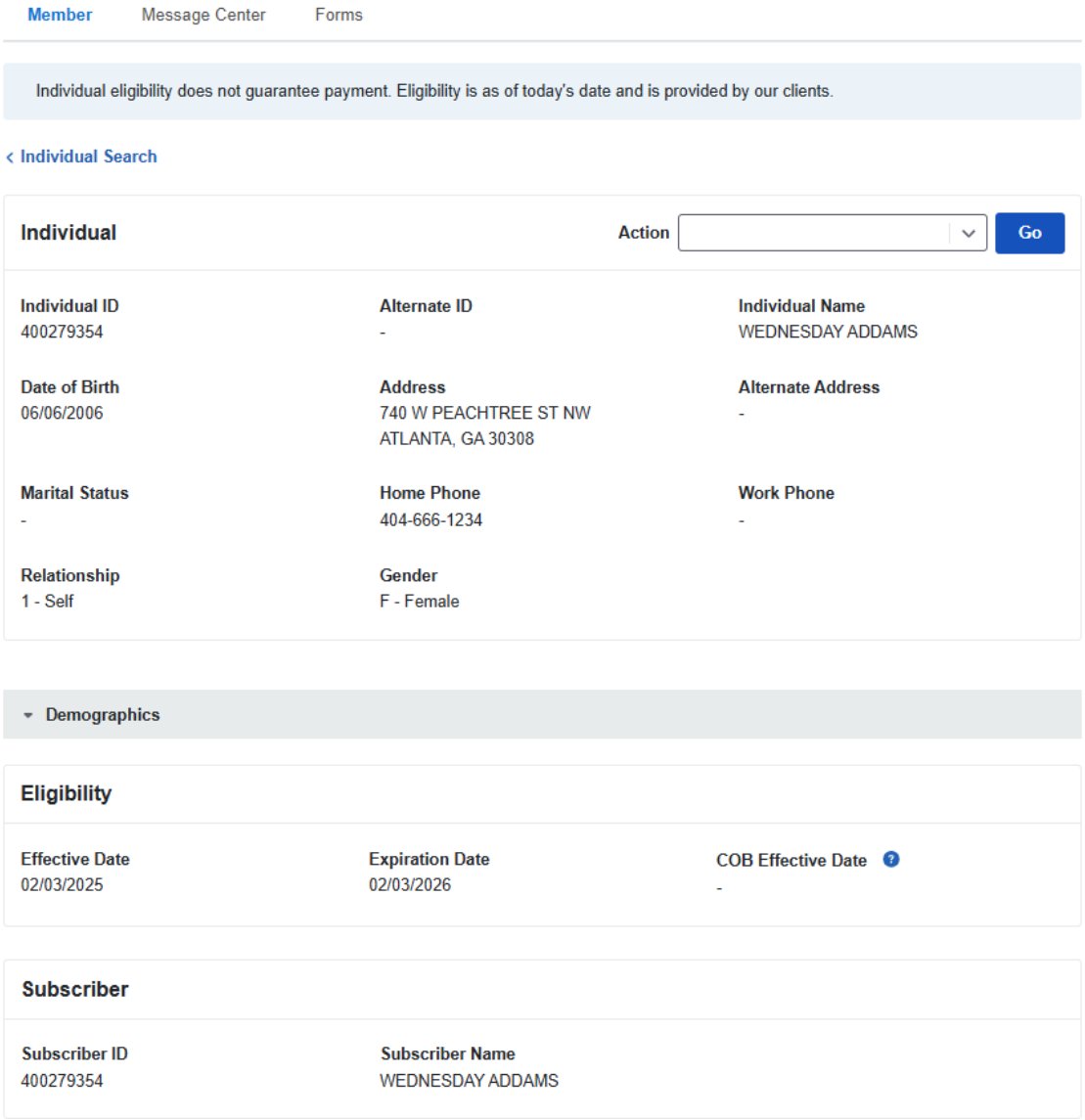


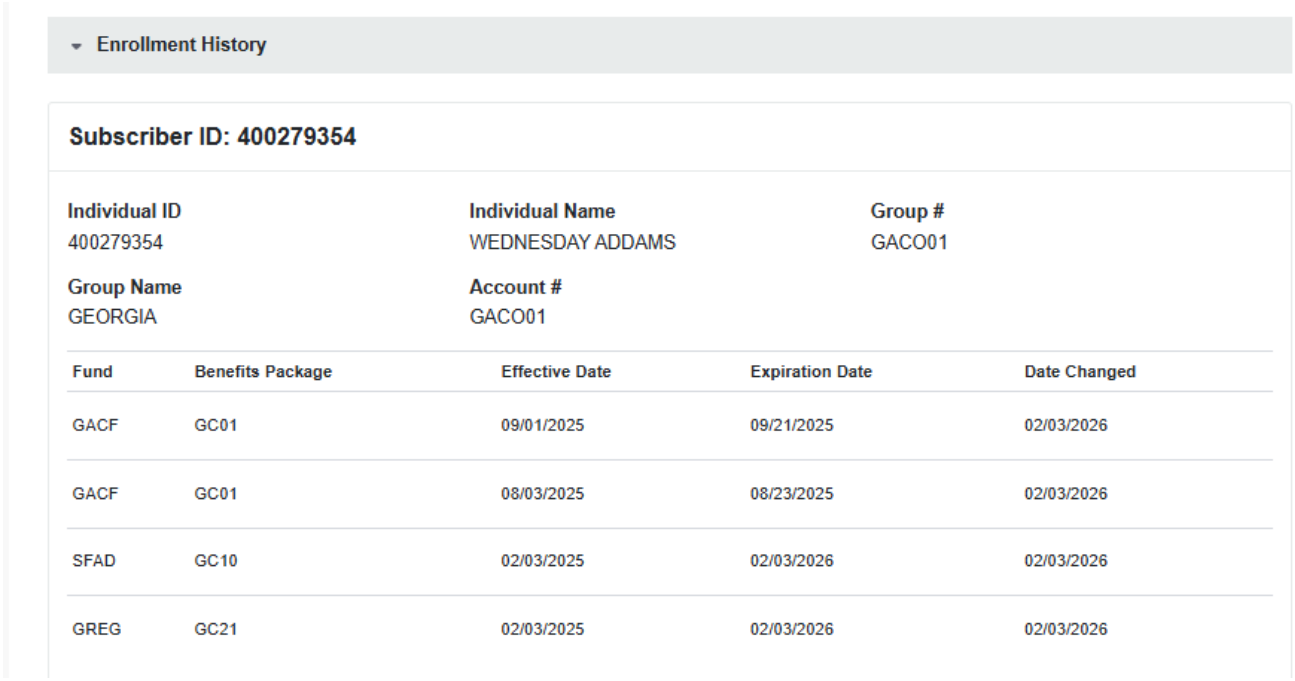
b. If you do not know the Carelon Member ID, you can instead enter the Social Security Number in the Member ID field. For example: a SSN of 123-45-6789, enter as 123456789 with no dashes.
c. If the individual has ever had a Medicaid ID, it can be entered in the Member ID field, even if Medicaid coverage is no longer active.
d. If you do not have any allowable Member ID information or no results are yielded in your search, skip to the **Register a New Member** screen in step 11.

6. If the Member ID is found in your search, the **Member Results** section will appear on the screen. Click on the **Member Details** button to open the Member Details page.

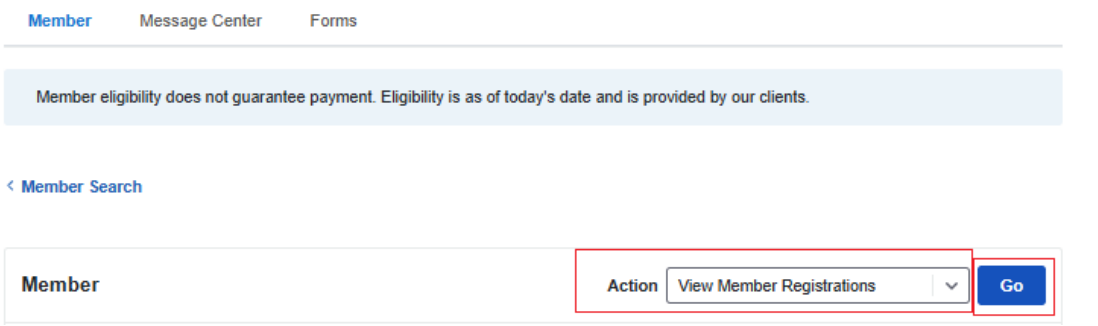


7. In the Member Details page, review the individual's information on this screen for accuracy. If demographic updates need to be made, you will have the option to do this in the upcoming steps.

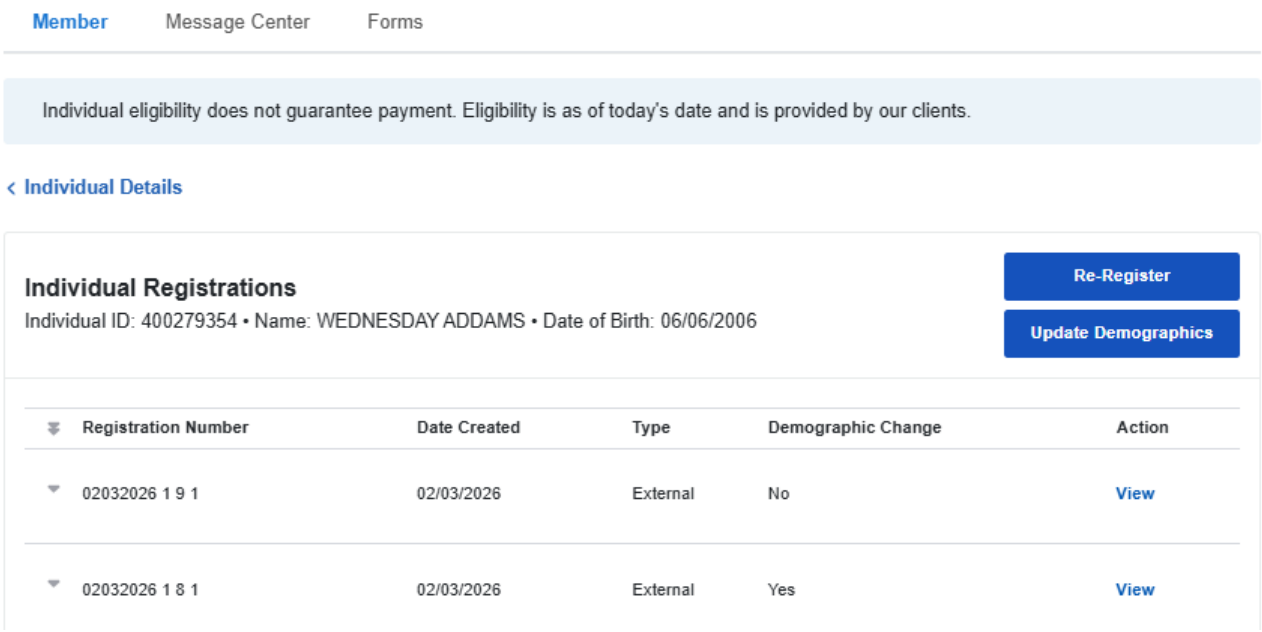




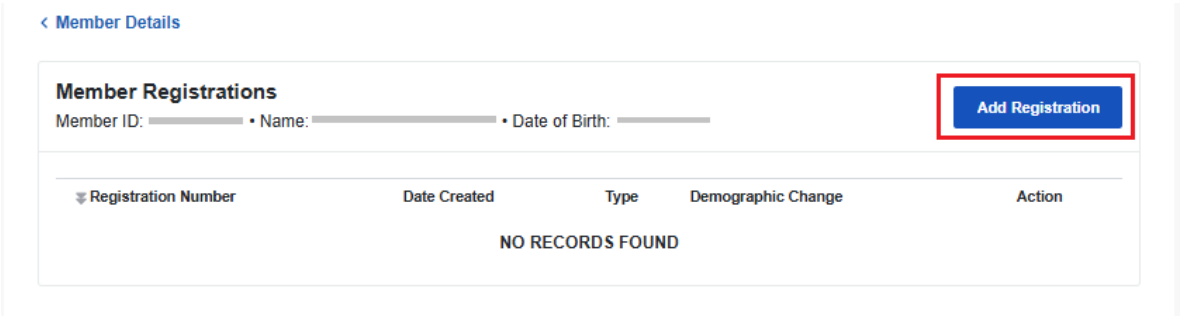
8. To update the fund and demographics, click the **Action** dropdown, select **View Member Registrations** and click on **Go** button.



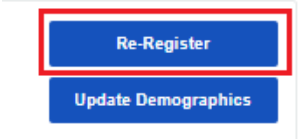
   a. A new Member Registration Listings page will be loaded with both the **Re-register** and **Update Demographics** buttons (if the member has existing registrations).



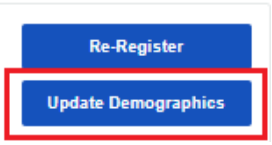
i. If there are no existing registrations for the member, the Member Registration Listings page will be loaded with **Add Registration** button.



b. If funds need to be updated, click the Re-Register button.

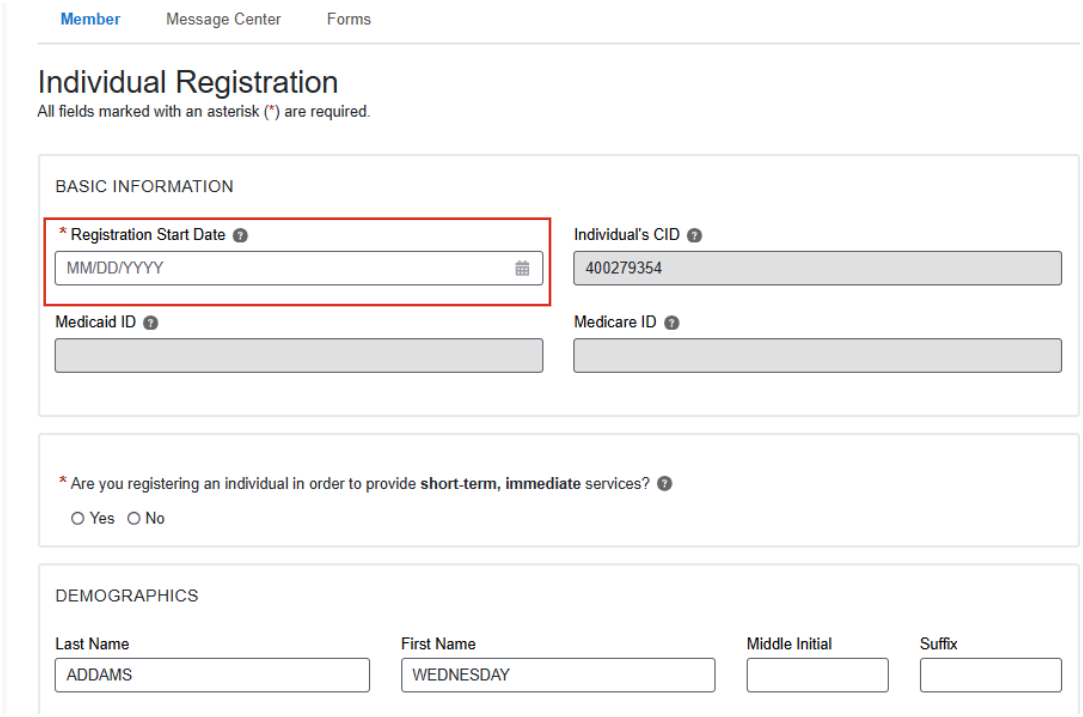


c. If only demographic information needs to be changed, click the Update Demographics button.



9. The Re-Register button opens a prepopulated form where information can be added or changed. Required fields are denoted with an asterisk(*).

a. Be sure to change the start date to the first date the fund should be effective. Failure to add the correct start date will cause claims to be denied.



b. Make any appropriate changes to the demographics and/or insurance section of the form as needed.

DEMOGRAPHICS

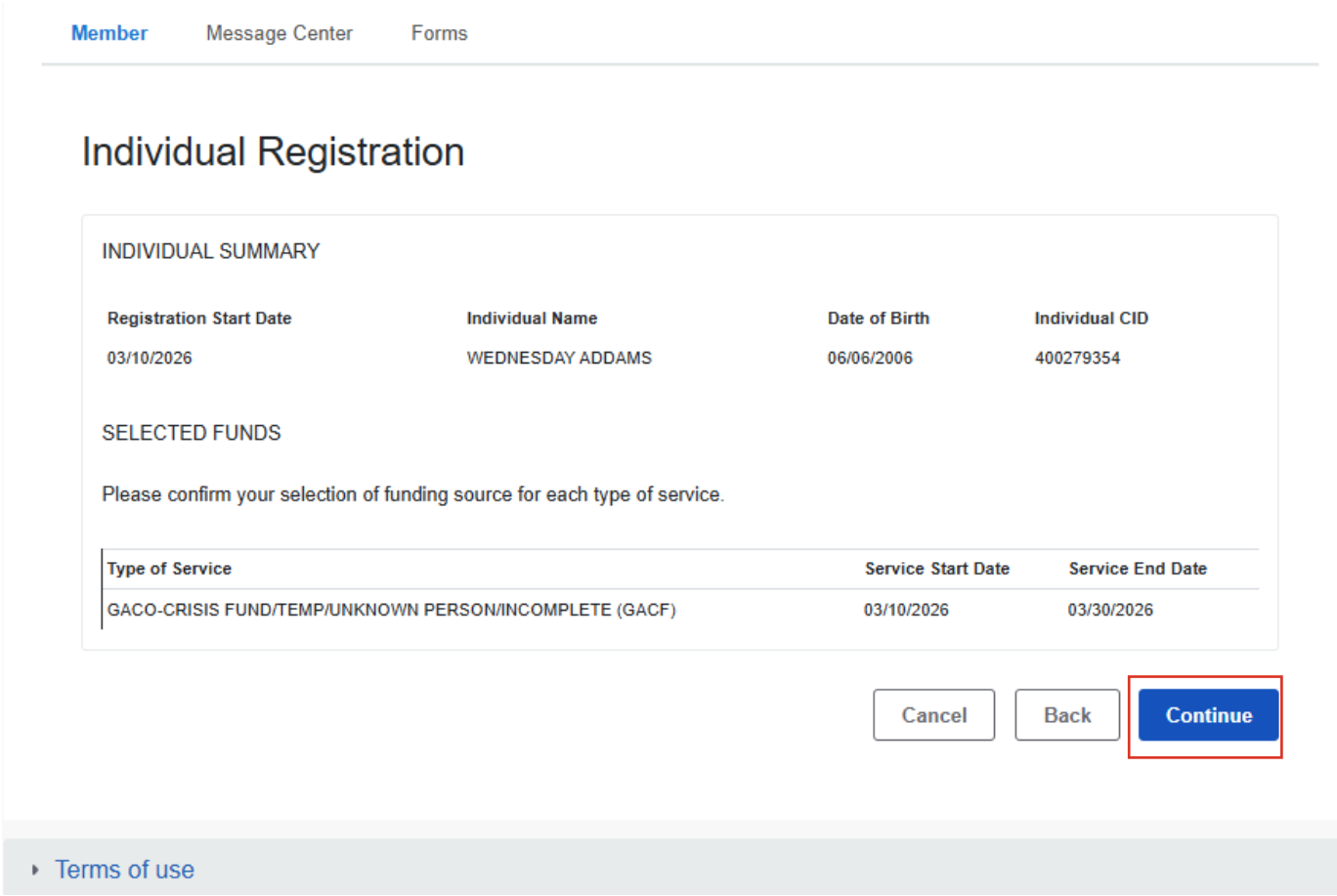
Last Name: ADDAMS
First Name: WEDNESDAY
Middle Initial:
Suffix:
Maiden or Birth Surname:
Preferred Name:
Date of Birth: 06/06/2006
* Social Security Number (SSN): 123666456
☐ SSN Not Available
* Gender: FEMALE
* Race: WHITE/CAUCASIAN
* Hispanic/Latino Origin: NO
Marital Status: SELECT
* Is the individual lawfully present in the United States?
○ Yes ○ No ○ N/A (for individuals under 18) ○ Unknown/Refused
Is the individual a veteran?
○ Yes ○ No ○ Unknown/Refused

ADDITIONAL DEMOGRAPHIC INFORMATION

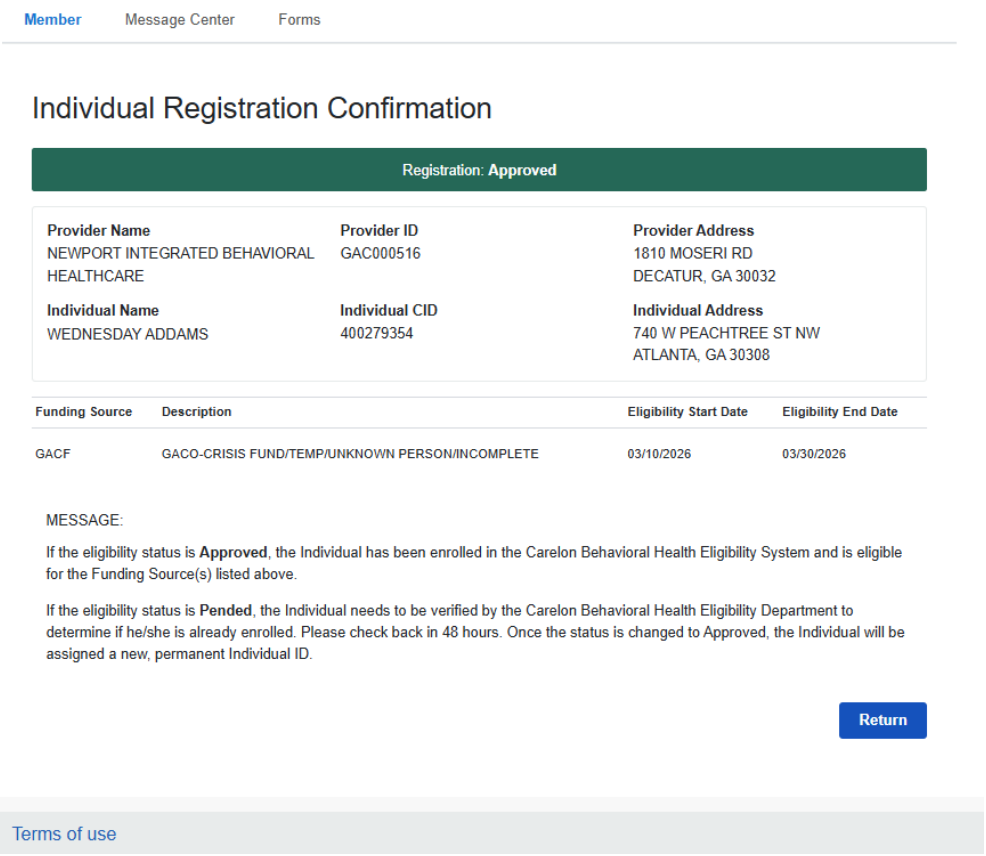
Street Address: 740 W PEACHTREE ST NW
Apt/Unit #/Other Address Information:
☐ Address Unknown ☐ Homeless
City: ATLANTA
State: GEORGIA
ZIP Code: 30308
+4 Code:
* County of Residence: FULTON
Individual's Primary Phone Number: 4046661234
☐ No Phone
Individual's Secondary Phone Number:
Email Address:
Confirm Email Address:

c. Answer all questions in regards to short-term immediate services, inpatient admission, Women's Treatment & Recovery, and Women's Treatment Court. Selecting any of these will assign appropriate fund sources for these special programs and any other default funds available (e.g. state funds).

d. Review the preview screen for errors. If dates and funds are correct, click **Continue.**

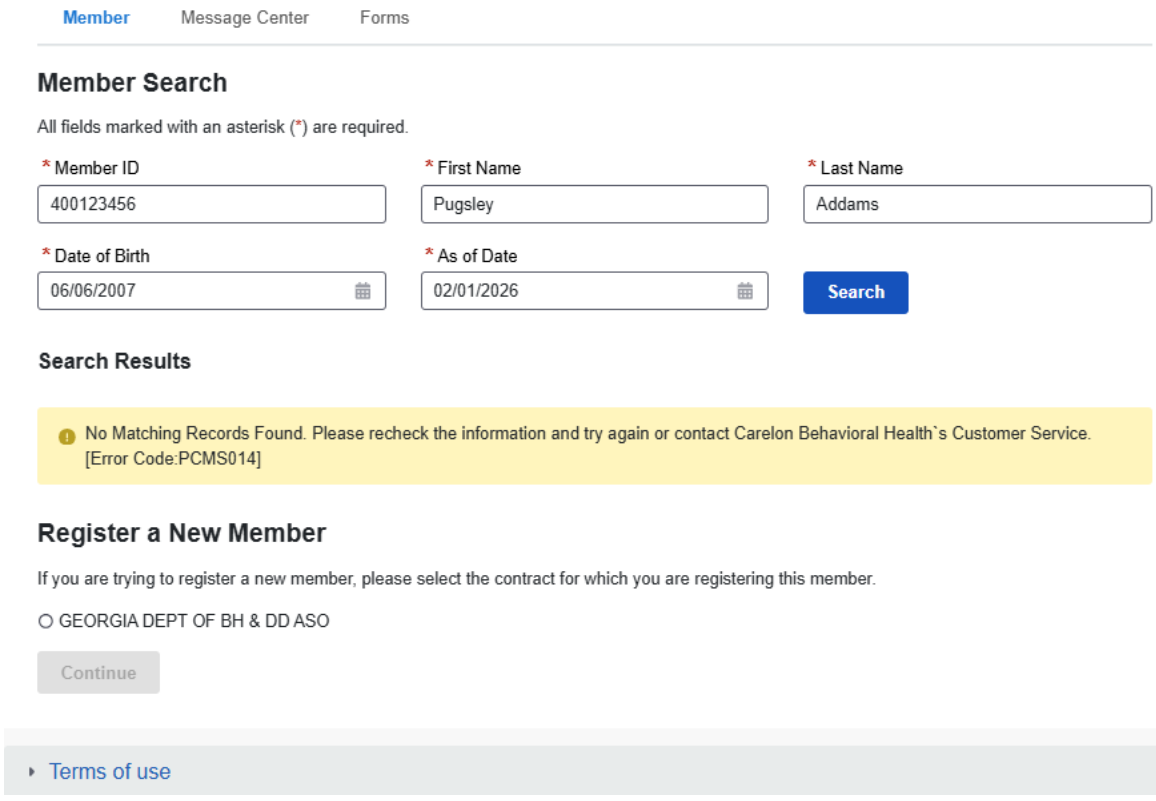


e. You will receive a message that your updates have been approved. They will now be visible in the Member Details page if you select the **Return** button.

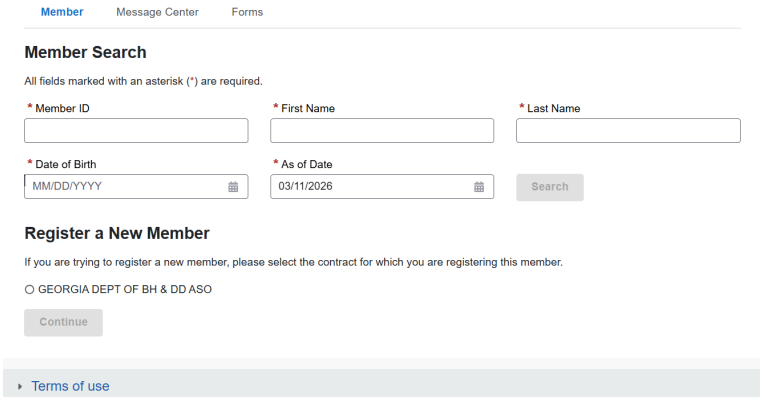


10. Use the Update Demographics button for updates that do not require changes/updates to the fund (i.e. address, etc.). A similar screen will appear that omits funding questions but follows all of the other steps outlined in the Re-register option above.

11. If the individual is not found, proceed to **Register a New Member** in the bottom of the Member Search page.



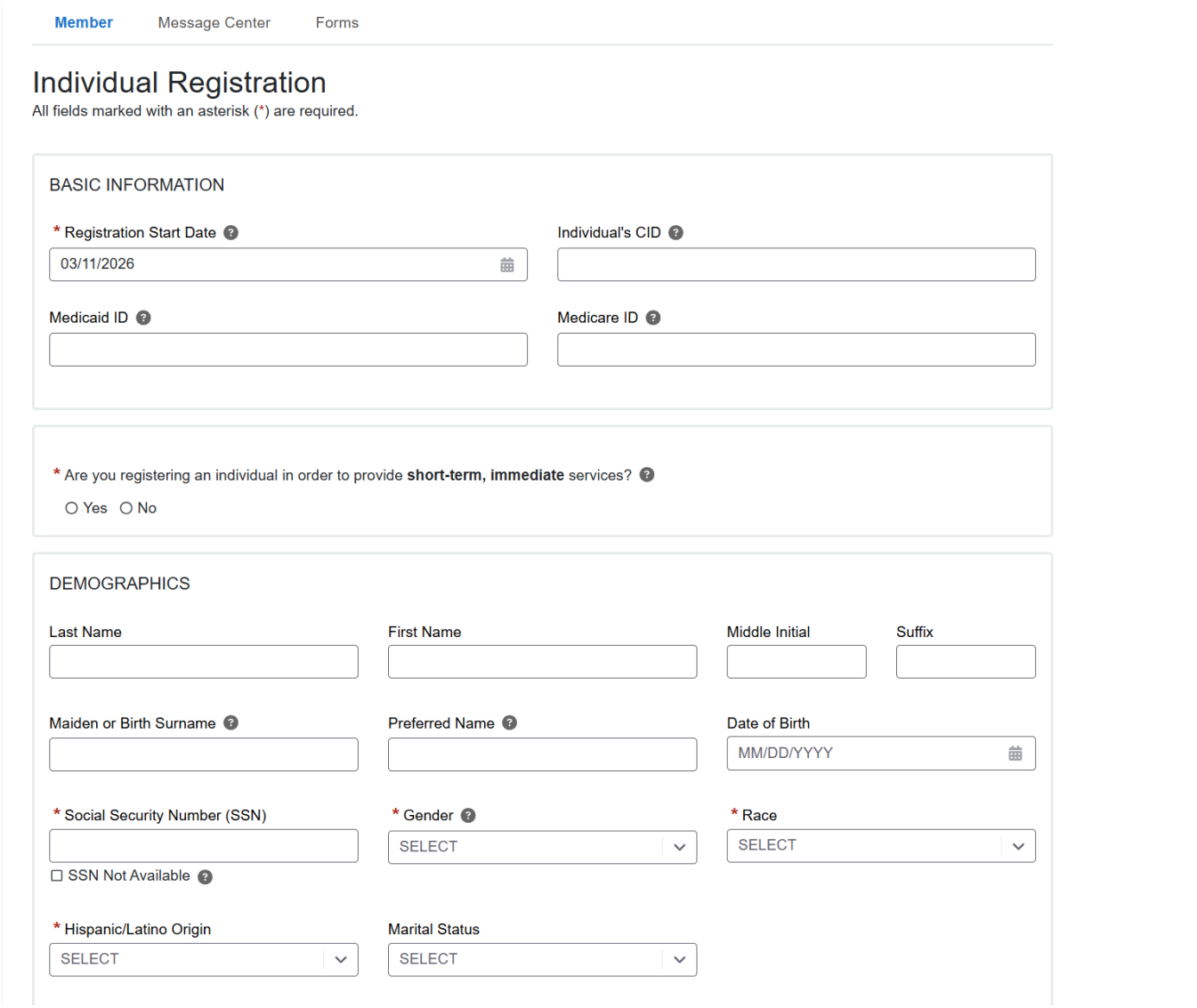
12. Select the Georgia Dept of BH & DD ASO for registration and click **Continue.**



a. The Registration Start Date will default to the current date. Be sure to change this field to the first date the fund should be effective. Failure to add the correct start date will cause claims to be denied.

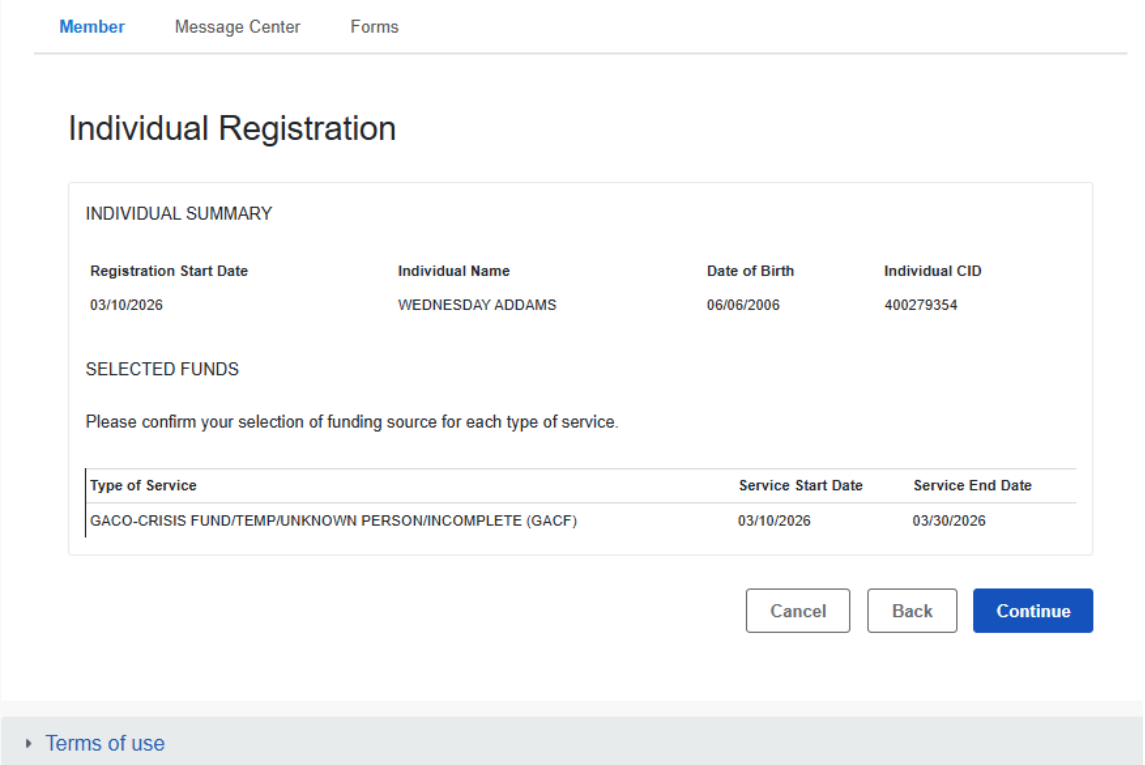
b. Leave the Member ID field blank, the member ID will be system generated once the form has been submitted. Enter the remaining required demographic fields, which are denoted with an asterisk(*).

c. If the Social Security Number (SSN) is not obtained, the **SSN Not Available** box must be checked.

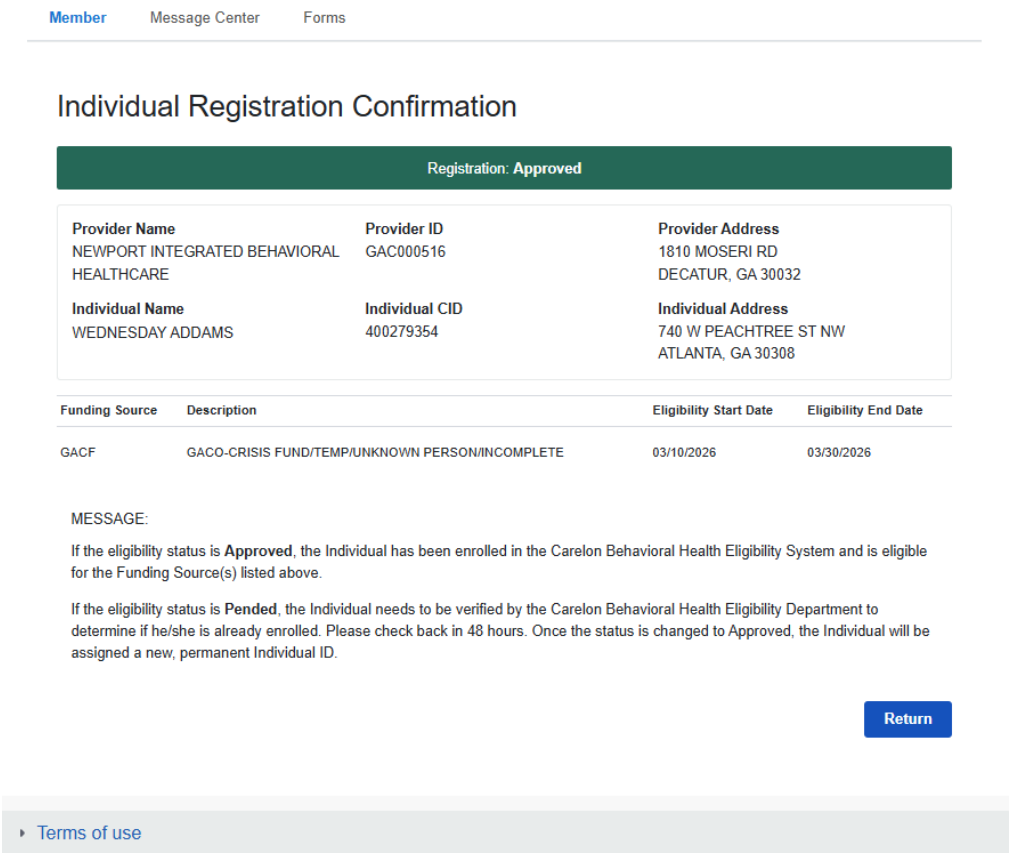


d. Answer all questions in regards to short-term immediate services, inpatient admission, Women's Treatment & Recovery, and Women's Treatment Court. Selecting any of these will assign appropriate fund sources for these special programs and any other default funds available (e.g. state funds).

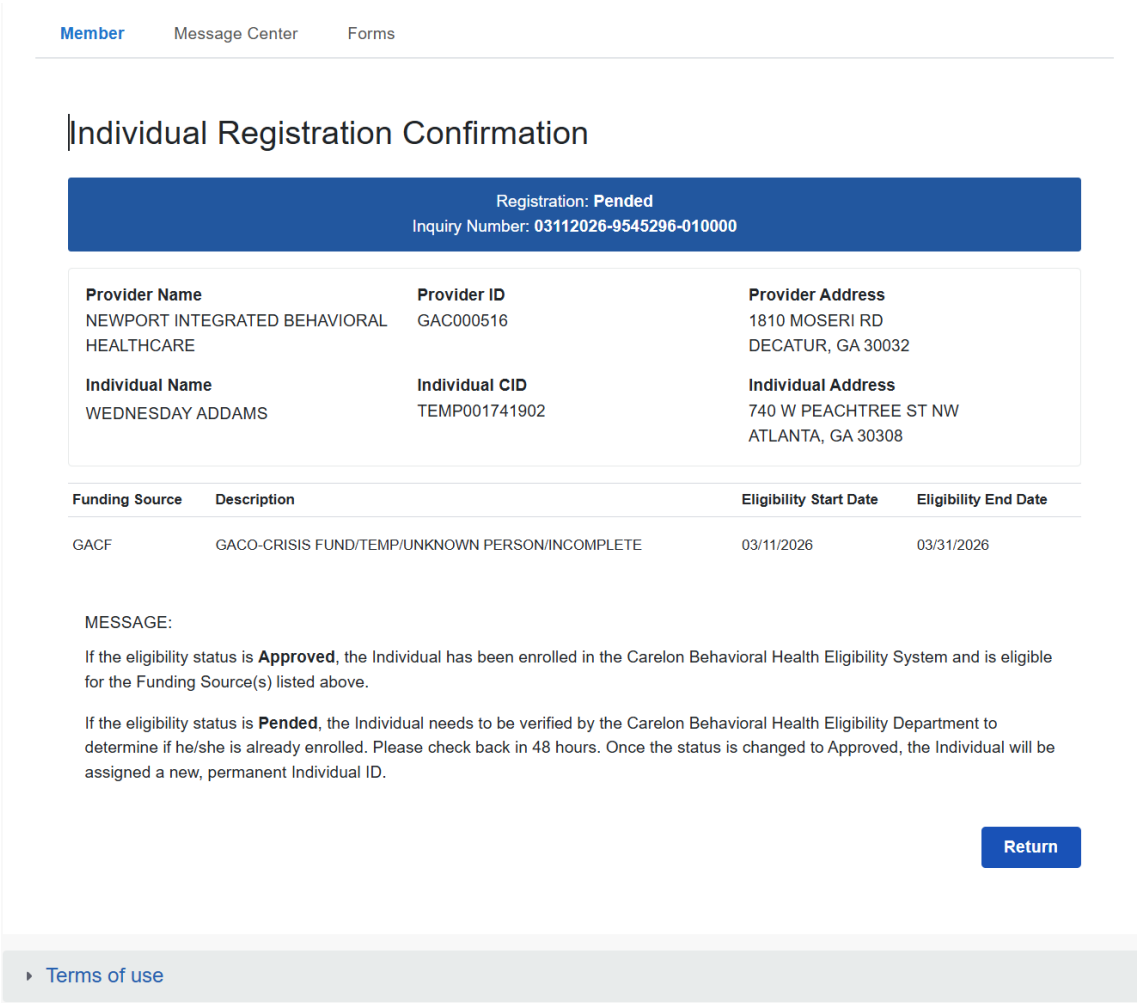
e. Review the preview screen for errors. If dates and funds are correct, click **Continue.**



f. If the system does not find any possible duplicates, you will receive an approved message containing the permanent Member ID.



g. If the registration requires further internal review, the above message will say "Pended" and will contain a temporary ID number. This temporary ID is a reference number only and should not be used for billing. Check your Provider Portal Message Center in 48 hours for the permanent ID.



i. To access the Provider Portal Message Center, navigate to the Provider Portal page, then click on Message Center.

