



**CarePlus Health Plans
Transition of Community Behavioral Health (CBH) and
Targeted Case Management (TCM) Services
Frequently Asked Questions**

QUESTION	ANSWER
What is changing?	Effective June 1, 2023, Magellan will no longer manage the community behavioral health (CBH) and targeted case management (TCM) services for CarePlus Medicare Advantage Dual-Eligible Special Needs Plan (D-SNP) members. These services are listed in your Magellan Florida – Medicare D-SNP Reimbursement Schedule.
Will the Magellan Florida – Medicare D-SNP Reimbursement Schedule be terminated from my contract?	For now, your Magellan Florida – Medicare D-SNP Reimbursement Schedule will remain part of your contract, but you will not be reimbursed for any of the CBH and/or TCM services listed on the reimbursement schedule for <i>CarePlus</i> members on or after June 1, 2023. If you have questions about your Magellan reimbursement schedule, contact Sharon Kirkman, senior contracts manager, at (407) 374-5488, ext. 35488.
Where should I submit claims for CBH and TCM services?	<p>Submit claims for CBH and TCM services for dates of service on or <i>after</i> June 1, 2023, to CarePlus / Carelon Behavioral Health:</p> <ul style="list-style-type: none"> • Mail: PO Box 1870, Hicksville, NY, 11802-1870, Attention: Claims Department (Please submit only original CMS-1500 or UB-04 forms, as applicable. Non-original forms will not be accepted); or • Electronic: Carelon, payor ID 43324; or • 837 files: Submit claims directly to Carelon via an 837 file. <i>Request to initiate 837 EDI file transmissions via email at e-supportservices@carelon.com, or visit Carelon Behavioral Health at https://providerportal.carelonbehavioralhealth.com.</i>
Whom did I contact if I have questions?	Contact CarePlus / Carelon Behavioral Health at 1-800-888-3944 for any questions regarding filing CBH and TCM claims on or after June 1, 2023.
Whom do I contact for authorization and/or continuity of care requests for CBH and TCM services?	<p>For authorization and/or continuity of care requests for CBH and TCM, with dates of service on or after June 1, 2023, contact Carelon Behavioral Health.</p> <ul style="list-style-type: none"> • <i>In-network providers:</i> https://providerportal.carelonbehavioralhealth.com

	<p>(registration required)</p> <ul style="list-style-type: none"> • <i>Out-of-network providers:</i> Fax 1-800-370-1116 for non-urgent requests for initiation or treatment.
Whom do I contact to verify member eligibility for CBH and TCM services?	To verify eligibility and benefits for CBH and TCM services, contact CarePlus.
Will this change apply to all CarePlus services?	No, this change is specific to the CBH and TCM services for CarePlus Medicare Advantage Dual-Eligible Special Needs Plan members. Magellan will continue to manage all other behavioral health benefits and services covered for CarePlus Medicare Advantage members. The authorization and claims payment process for services that Magellan manages is not changing.