

Provider Network News

PCHP/Carelon Behavioral Health Claims Processing Update

Parkland Community Health Plan is contracted with Carelon Behavioral Health (Carelon) to administer the behavioral health benefits for our STAR Medicaid and CHIP members. To learn more about Carelon, please refer to the provider pages on the [PCHP website](#) and the [Carelon website](#).

Providers that provide Behavioral Health services to PCHP members should submit their claims to Carelon rather than PCHP – Provider/Group(s) should be contracted/in-network with Carelon. If you are uncertain whether you are contracted with Carelon, please refer to [Carelon's Provider Directory](#).

- For providers who are contracted with Carelon, it is PCHP's expectation that all Behavioral Health services are billed to Carelon, effective immediately.
- For providers who are not in network with Carelon, it is critical you begin the contracting process with Carelon as soon as possible in order to continue to be reimbursed for Behavioral Health services in the future. [Click here](#) to apply or learn more about provider contracting with Carelon.

Effective: September 1, 2024, Claims for Behavioral Health services submitted to PCHP will deny with the following language: "Claim received by the Medical Plan but benefits not available under this plan. Submit these services to the patients Behavioral Health Plan for further consideration."



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