



## Provider lookup functionality on the Carelon portal

When entering an authorization in the Carelon system, it is important to specify the appropriate individual practitioner or the designated facility within the "Find Provider" request tool. All appropriate servicing practitioners have now been loaded on the Carelon portal, so providers should no longer receive an out-of-network message for individual practitioners that are in Medica's network. As a reminder, prior authorization requests for select musculoskeletal (MSK), cardiology and radiology services need to go through Carelon, a utilization management (UM) program third-party vendor supporting the provider submission and medical necessity review process.

### Action needed

If the servicing provider is a facility (for example, hospital or surgery center), use the group information such as group national provider identifier (NPI), facility name, or a combination of both to enter the authorization. If the servicing provider is an individual, the most efficient way to search is to enter the individual NPI in the "Group NPI" box, as there will not be a separate search function for an individual practitioner lookup. Providers who do not have the individual NPI should enter the practitioner's name in the "Facility Name" box along with the state. **Submit required requests using the Carelon portal.**



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