

Carelon | Mass General Brigham Health Plan

Provider Office Staff Training – Radiology

November 2026

ND

carelon

Objective

Effective 01/01/2027, Carelon will manage radiology reviews for MGBHP membership. Our objective today is to help you understand what this means to you and your practice.

Agenda

MGBHP Program Overview

Preparing for the Program Go-Live

Carelon provider portal Order Request Demonstration

Additional Carelon provider portal features

Questions

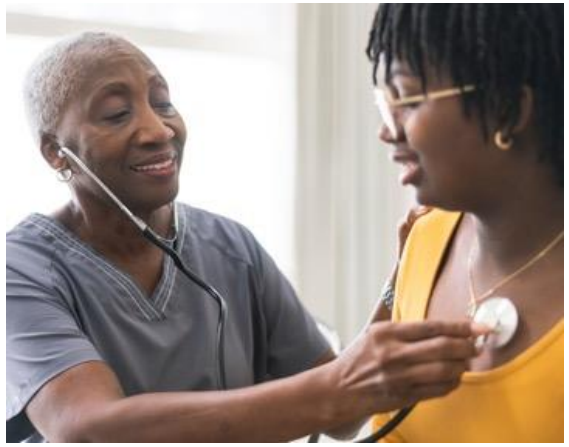


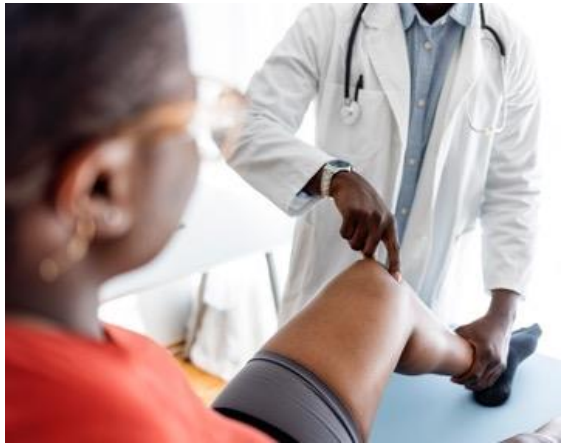
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MGBHP Program Overview

Carelon Medical Benefits Management

Clinical appropriateness review	Clinical setting optimization	Provider engagement	Value-based reimbursement alignment	Member engagement









Core

- **Radiology**
- Cardiovascular
- Sleep
- Surgical
- Consumer Engagement

Musculoskeletal

- Interventional pain treatment
- Joint and spine surgery
- Rehabilitation
- Healthy Joint and Spine Guide

Oncology

- Medical oncology
- Radiation oncology
- Laboratory Medicine
- Genetic testing

Post-acute

- Home health
- Durable medical equipment (DME)
- Post-Acute Care Inpatient
- STARS and SDoH
- Wound Care

Radiology program start date



Contact center and provider portal open



Program goes live

Contact center and provider portal will be available beginning on Nov 1, 2026 for preauthorization requests for date of service rendered on or after Nov 1, 2026.

Member Identification

Included lines of business:

- Commercial
  - Fully Insured
  - Self funded

*** Prior authorization is not required for ASO members when services are provided by MGB tier 1 (preferred) providers*

Excluded lines of business:

- Medicare Advantage
- Medicaid
- DSNP

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Radiology Services requiring preauthorization

RADIOLOGY

- Computed tomography (CT), including CTA
- Magnetic resonance imaging (MRI), including MRA, MRS, MRM, fMRI
- Nuclear Cardiology
- Positron emission tomography (PET)

Settings requiring preauthorization

PHYSICIAN'S OFFICE

FREE STANDING FACILITIES

OUTPATIENT HOSPITAL

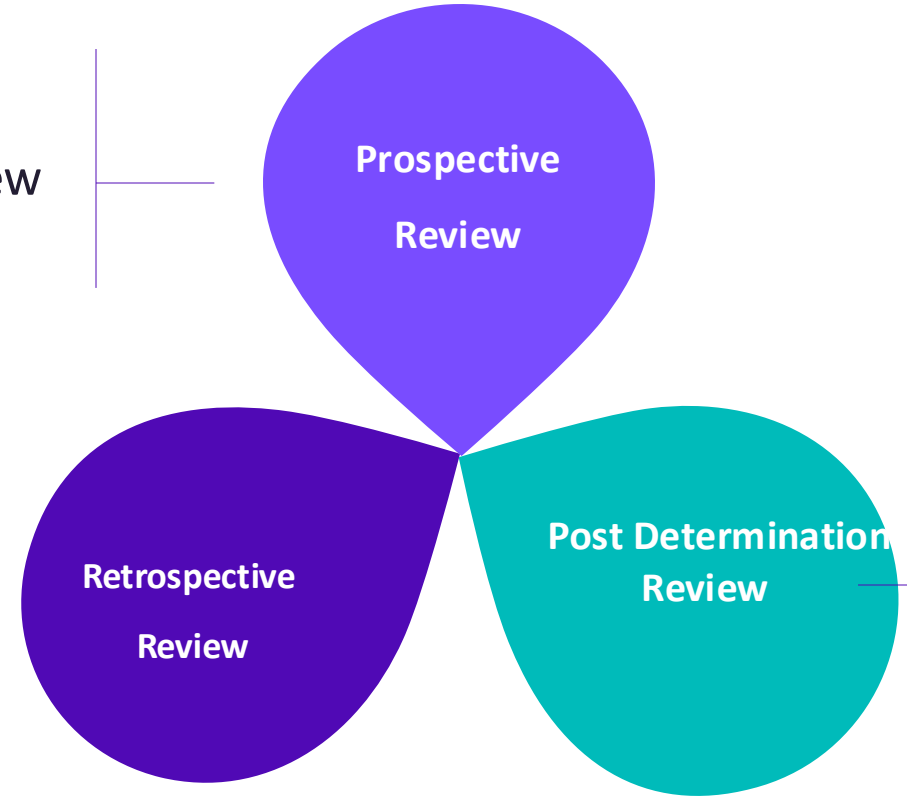


*Please check with the health plan for all non-outpatient place of service settings prior auth requirements

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Provider initiated requests

Pre-service review



- Retrospective reviews can be initiated for all Radiology services within 2 business days from date of service

- Carelon will accept additional clinical information within 10 business days from adverse determination date for Commercial Non-ERISA members

- Carelon is delegated to review for First level member and providers appeals submitted within 180 calendar days from adverse determination

*Post claim clinical appropriateness (PCCA) review is out of scope

Carelon closes most cases within 24 hours



Case turnaround times (TAT)

Case Type	Standard	Urgent
Prospective (Fully Insured)	2 business days	24 hours
Prospective (ASO Erisa)	15 calendar days	72 hours
Prospective (ASO Non-Erisa)	2 business days	24 hours
Retrospective	30 calendar days	-
First level Member or Provider Appeal	30 calendar days	72 hours

How long is a preauthorization valid?

Request Valid Timeframe is Based on Review Type

Prospective review

Date of entry + 90 calendar days

Retrospective review

Date of service

Submitting an order request

Provider portal

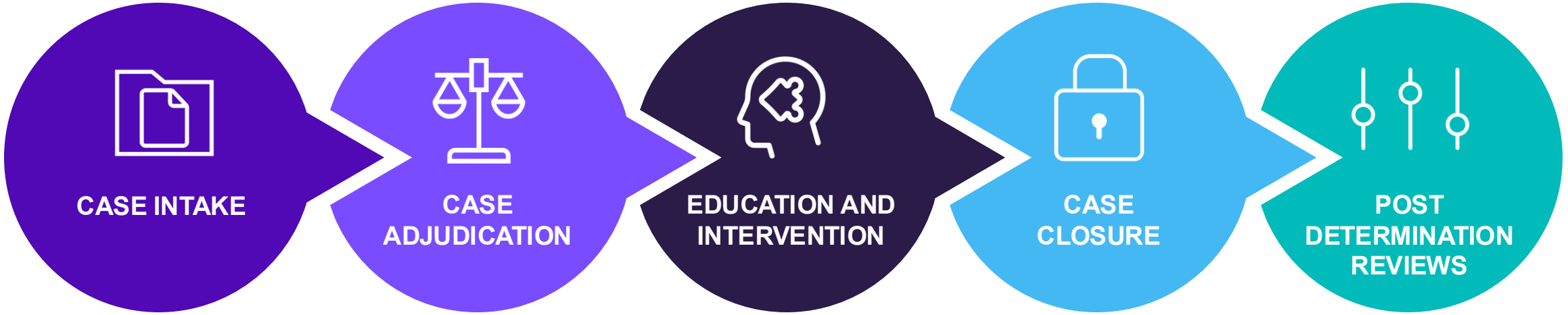
- Register at Mass General Brigham Health Plan Provider Portal (or) www.providerportal.com
- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- Provider portal support team: (800) 252-2021

Carelon contact center

- Dedicated toll-free number: 844-870-0609
- Contact center hours: Monday-Friday 8AM-5PM ET
- Voicemail messages received after business hours will be responded to the next business day
- Call center is closed on the following holidays*
  - New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving, Christmas

*please note: Carelon holidays are subject to change

Clinical review steps



1. Member demographics
2. Ordering and Servicing Provider demographics
3. Clinical information

1. Requests are reviewed for medical necessity against Carelon clinical guidelines.

1. Peer-to-peer discussion if the case does not meet medical necessity

1. Document final determination
2. Communicate final determination to providers
3. Generate final determination letters
4. Extract case information to MGBHP

1. Reconsiderations initiated within 10 business days from adverse determination date
2. First level Member and Provider appeals initiated within 180 calendar days from adverse determination

Preparing for Program Go-Live

Benefits of obtaining prior authorization and post service reviews using the Carelon provider portal



Self Service Case Entry available 24/7

Physician list under recent tab for easier lookup and faster case entry

Online Approvals using smart clinical algorithms

Transparent feedback before transferring to clinical review, if necessary

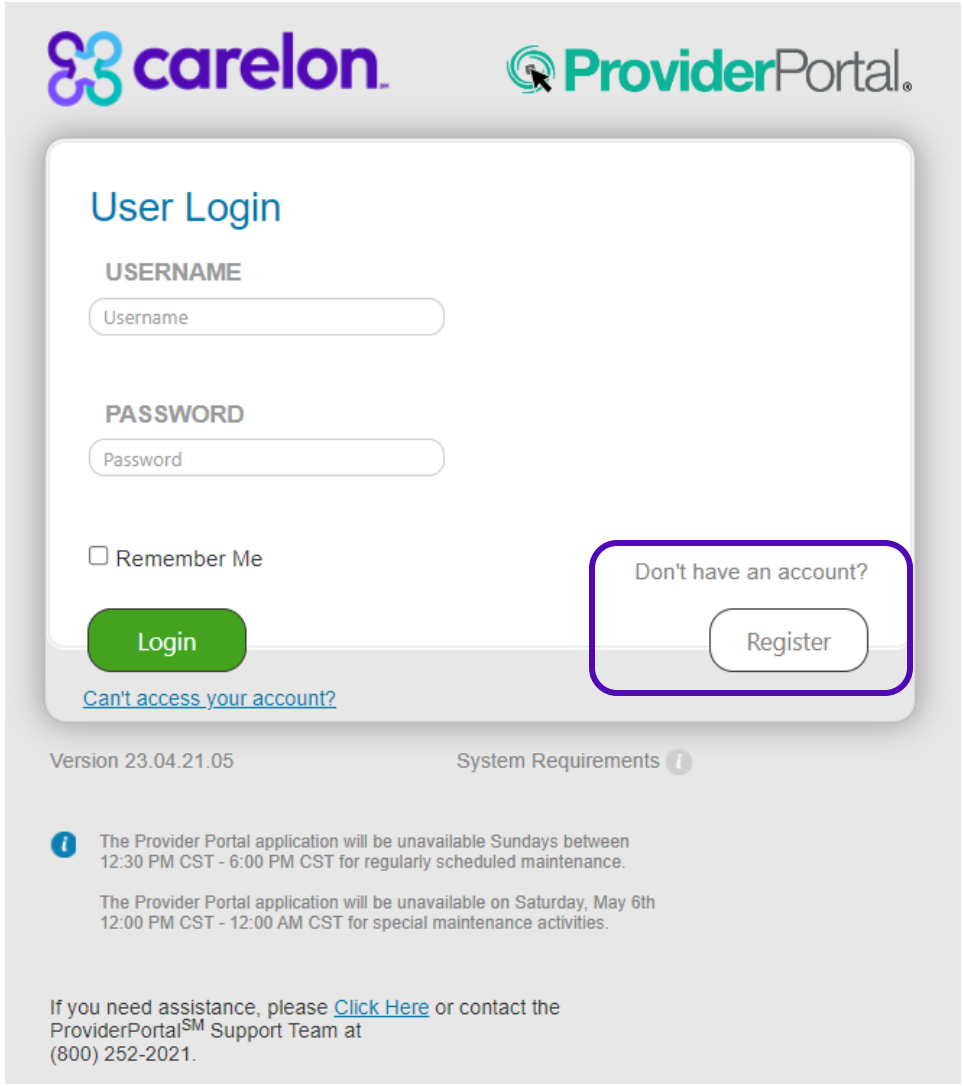
Multiple staff can enter and view practice orders to avoid duplicate order requests

Easy access to print and save PDF of Order Summary

Training and tutorials available, including clinical criteria and CPT Code lists

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Log into the provider portal to register



Access the provider portal at:

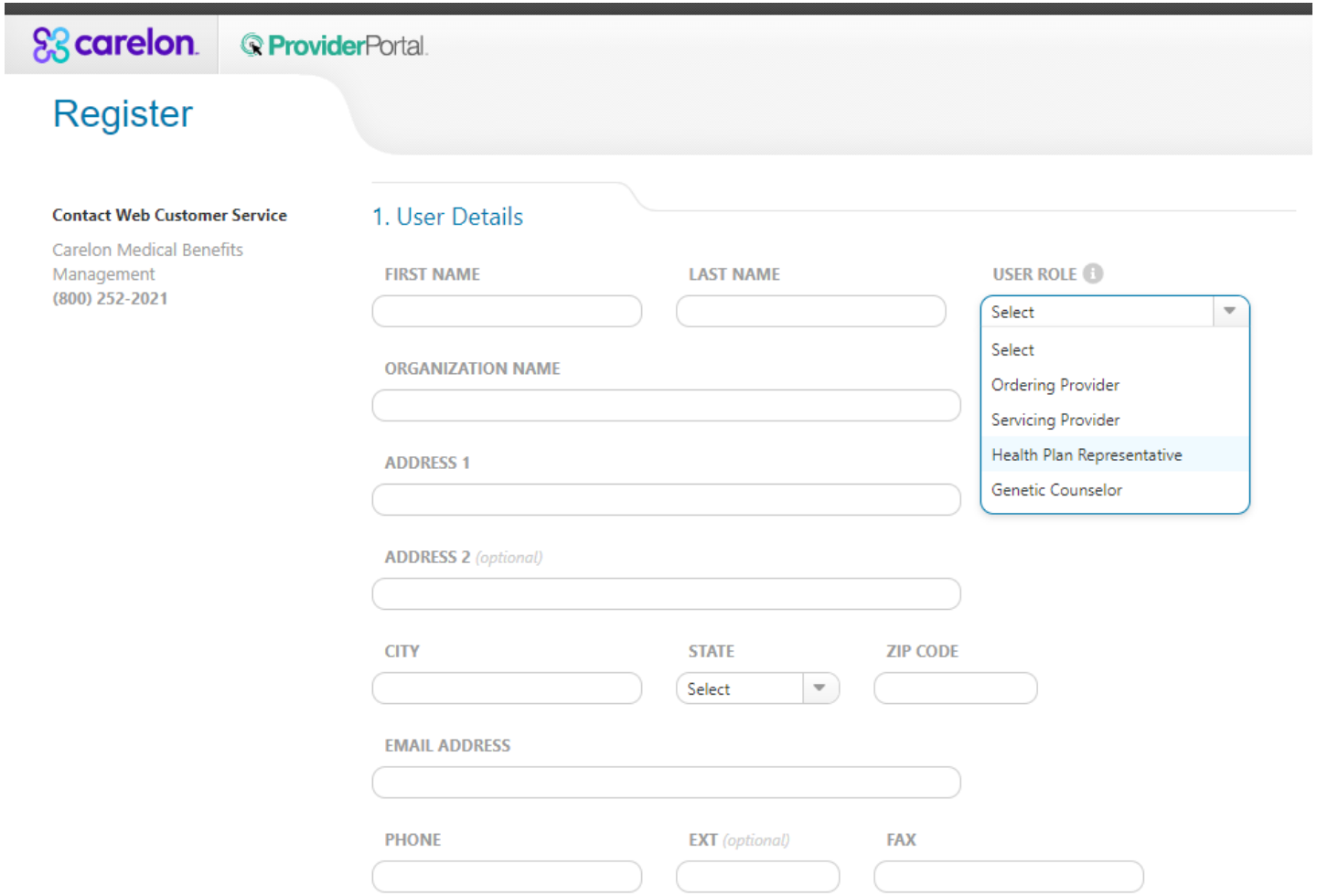
https://providerportal.com

If you are registered with the Carelon provider portal, log in with your existing user account.

or

Click the **Register** button to begin your registration process if you are a new user.

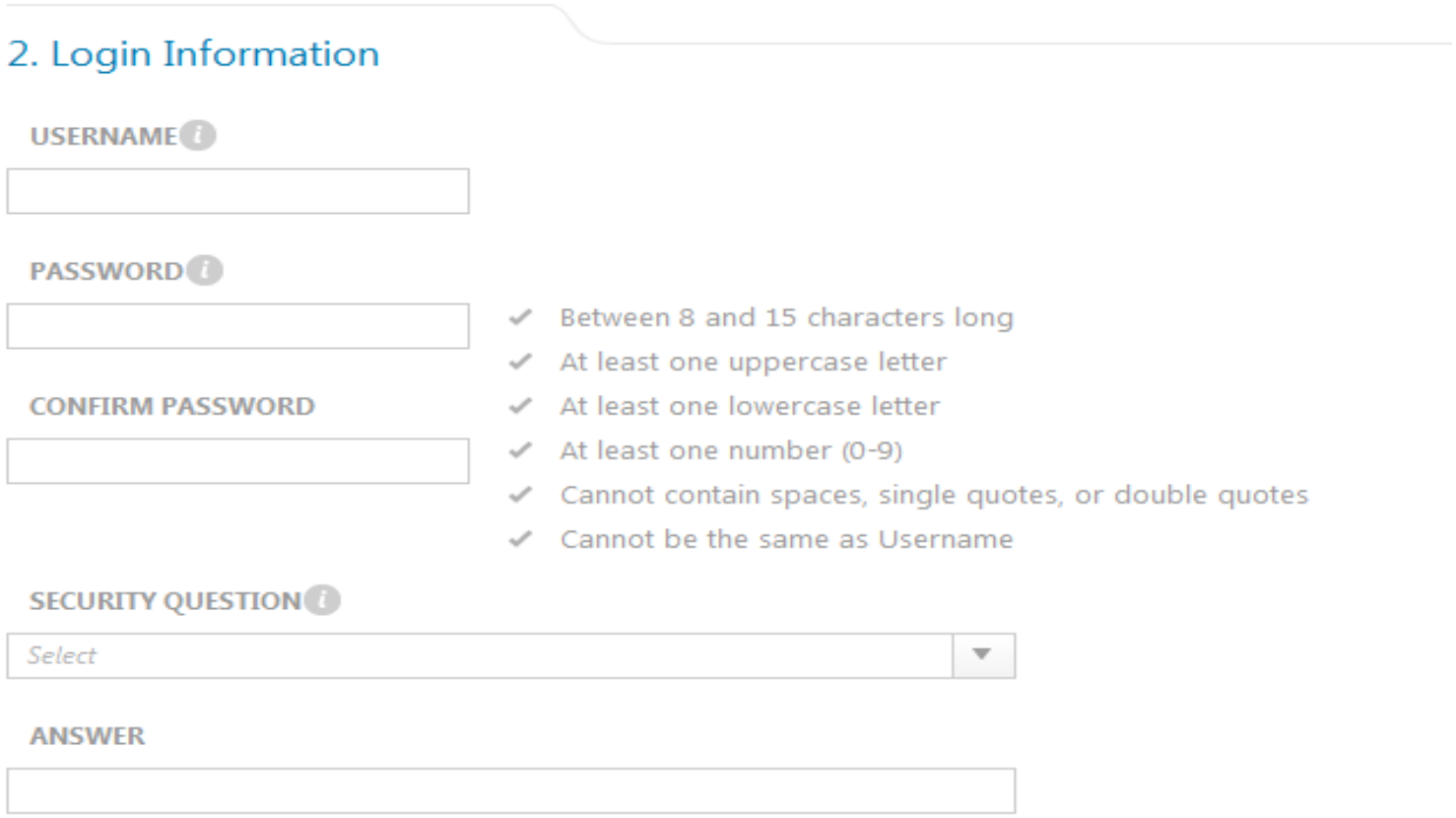
Provider portal registration



Enter your name & practice information to begin registering.

Select the **Health Plan Representative** user role, scroll down to continue.

Provider portal registration

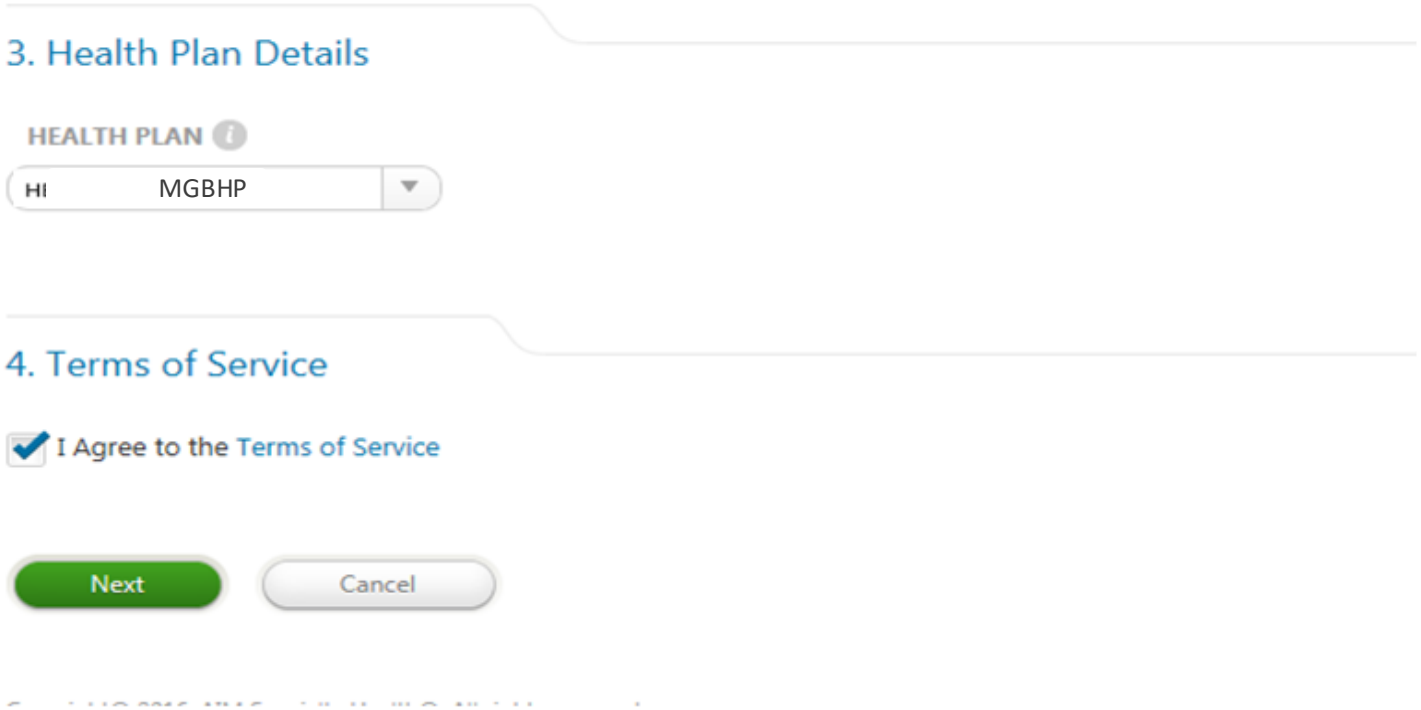


Under **Login Information**, the registrant will create a **Username** and **Password**.

Tips for creating a password are displayed on the right.

Registrant will be required to select **Security Question** and input **Answer**.

Provider portal registration



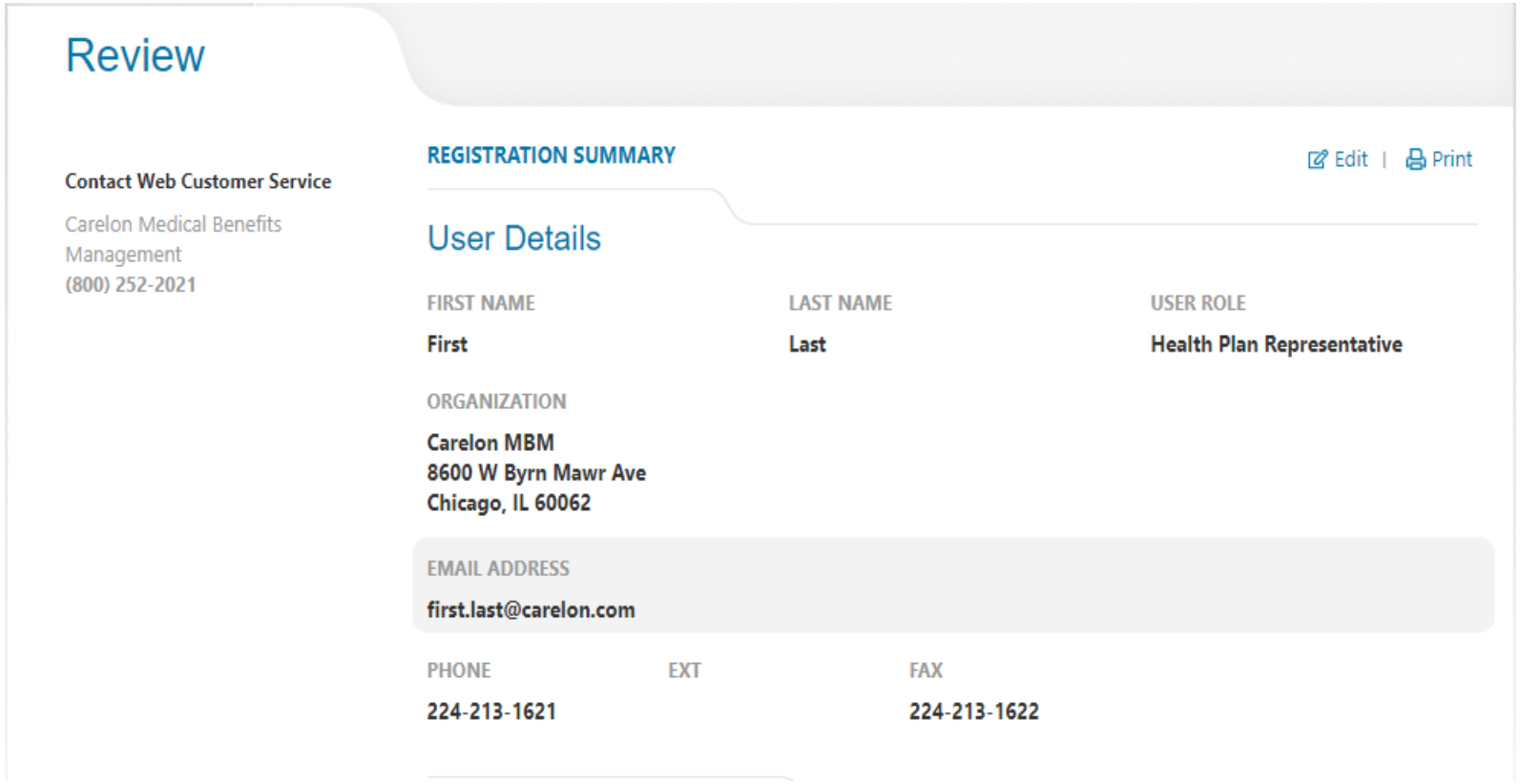
Under Health Plan Details, select your **health plan name** from the drop-down menu.

Agree to the **Terms of Service**.

Click the hyperlink to read **Terms of Service**.

Select **Next** to proceed to the next screen.

Provider portal registration



Registration Summary

Allows the user to verify the accuracy of the information input during the registration process.

Information can be edited and printed.

Once confirmed, click **Submit Registration** button at the bottom of the page.

Provider portal registration

Thank you for registering for ProviderPortal!

Please be reminded that you have agreed to the following in connection with your registration:

- I am authorized by my organization and by the ordering providers I have linked to my account to register with Carelon Medical Benefits Management;
- The information I have provided as part of my registration is accurate and I will immediately update this information through the Profile Manager in the event any of this information becomes inaccurate;
- I am authorized to access information, including protected health information, on behalf of my organization and the ordering providers linked to my account through ProviderPortal;
- In using ProviderPortal, I will only access the minimum amount of information necessary to perform a permitted treatment, payment or other health care operations activity;
- In the event I obtain access to information that I am not authorized to view, I will immediately notify Carelon at 1-800-252-2021;
- I agree not to share my username and password with any unauthorized person.

Failure to abide by the terms of this Usage Agreement may result in immediate termination of my and my organization's access to ProviderPortal.

PLEASE PRINT THIS AGREEMENT FOR YOUR RECORDS.

Please click on the link below to validate your E-mail and continue your registration.

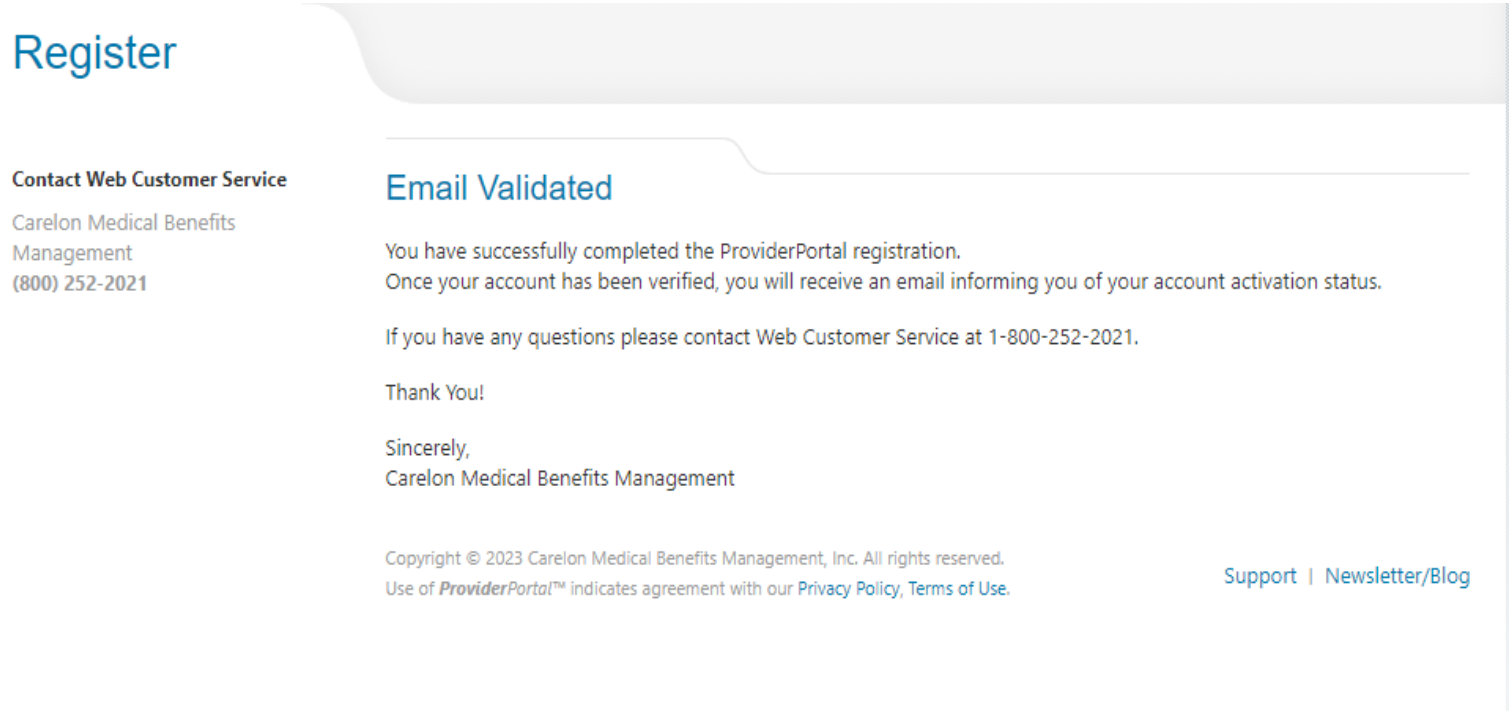
CLICK HERE

IMPORTANT: Your Username and Password are considered temporary and are set to expire in 60 days unless you click this link.

Notification that information is submitted, and an email is sent to registered email address.

Once the email is received, click on the **CLICK HERE** link to validate your email and continue your registration.

Provider portal registration



Upon clicking the hyperlink, the registrant will be taken back to provider portal .

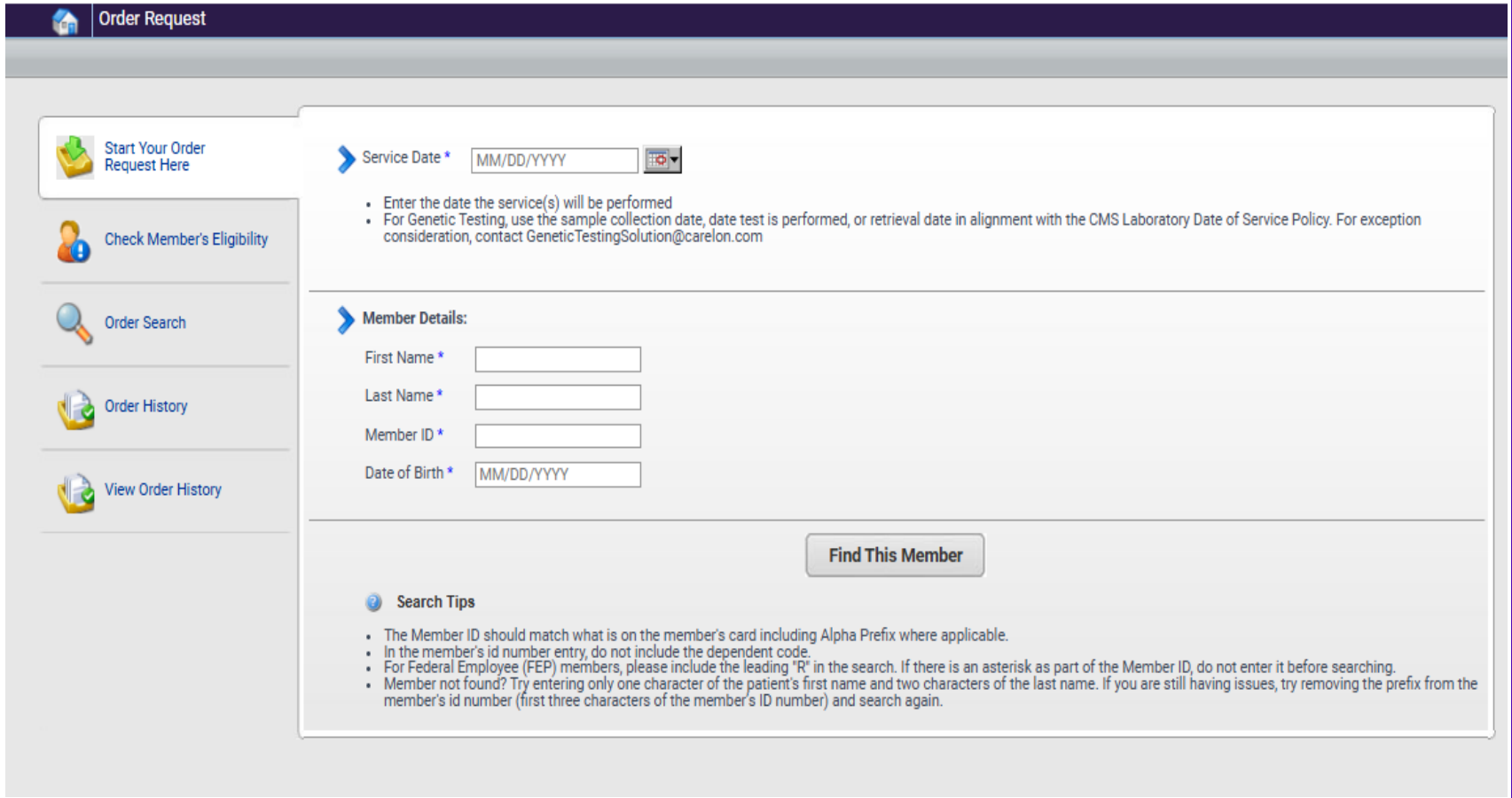
The user will receive a message that their email is validated and advises the user they will receive an account activation status email.



Provider portal order request demonstration

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Start your order request



To start an order request, enter the "**Date of Service**" field on the provider portal homepage.

A member search is completed by providing the following:

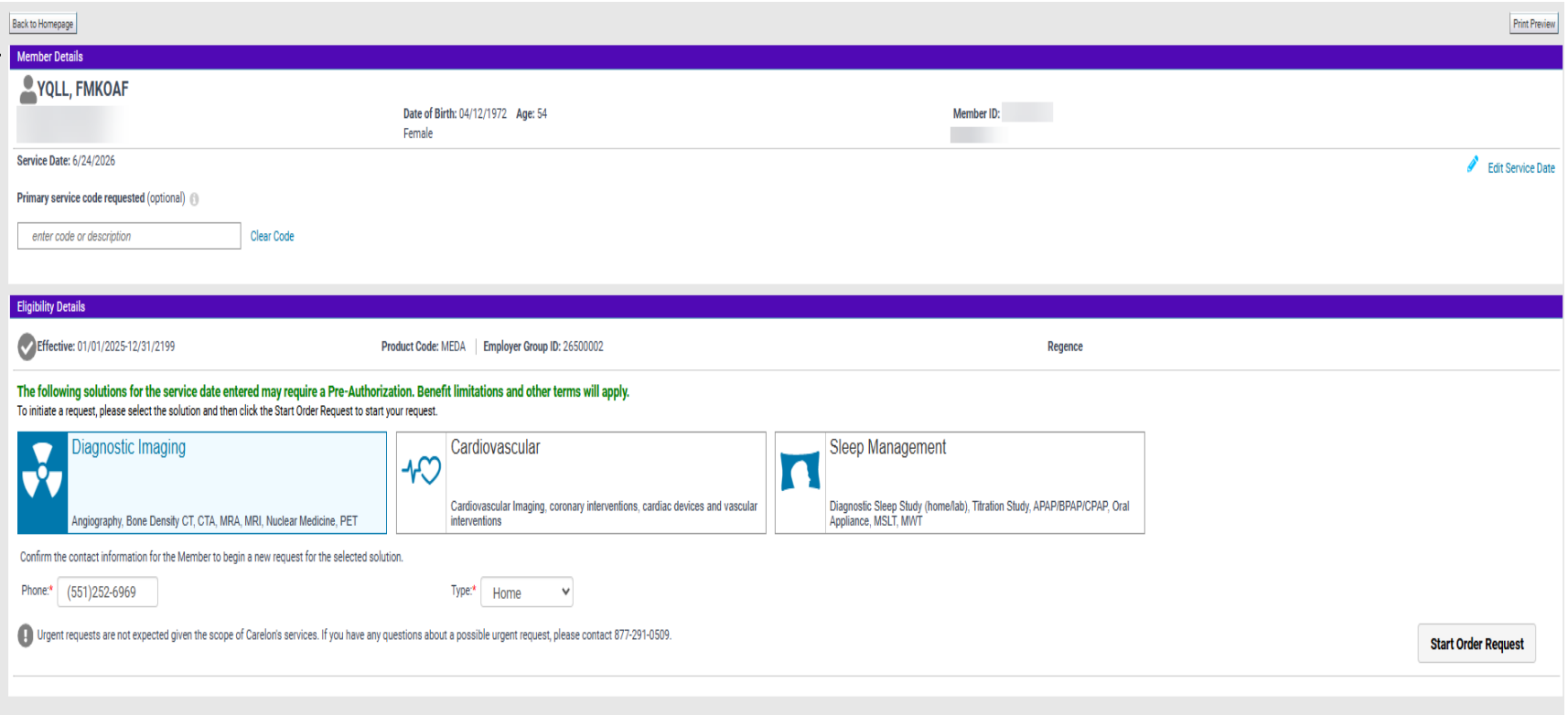
- Member First Name
- Member Last Name
- Member ID
- Member Date of Birth

Select "**Find this member**"

You may also:

- Check Order Status
- View Order History
- Check Member's Eligibility
- Provider Management
- Manage Your User Profile
- Help Center

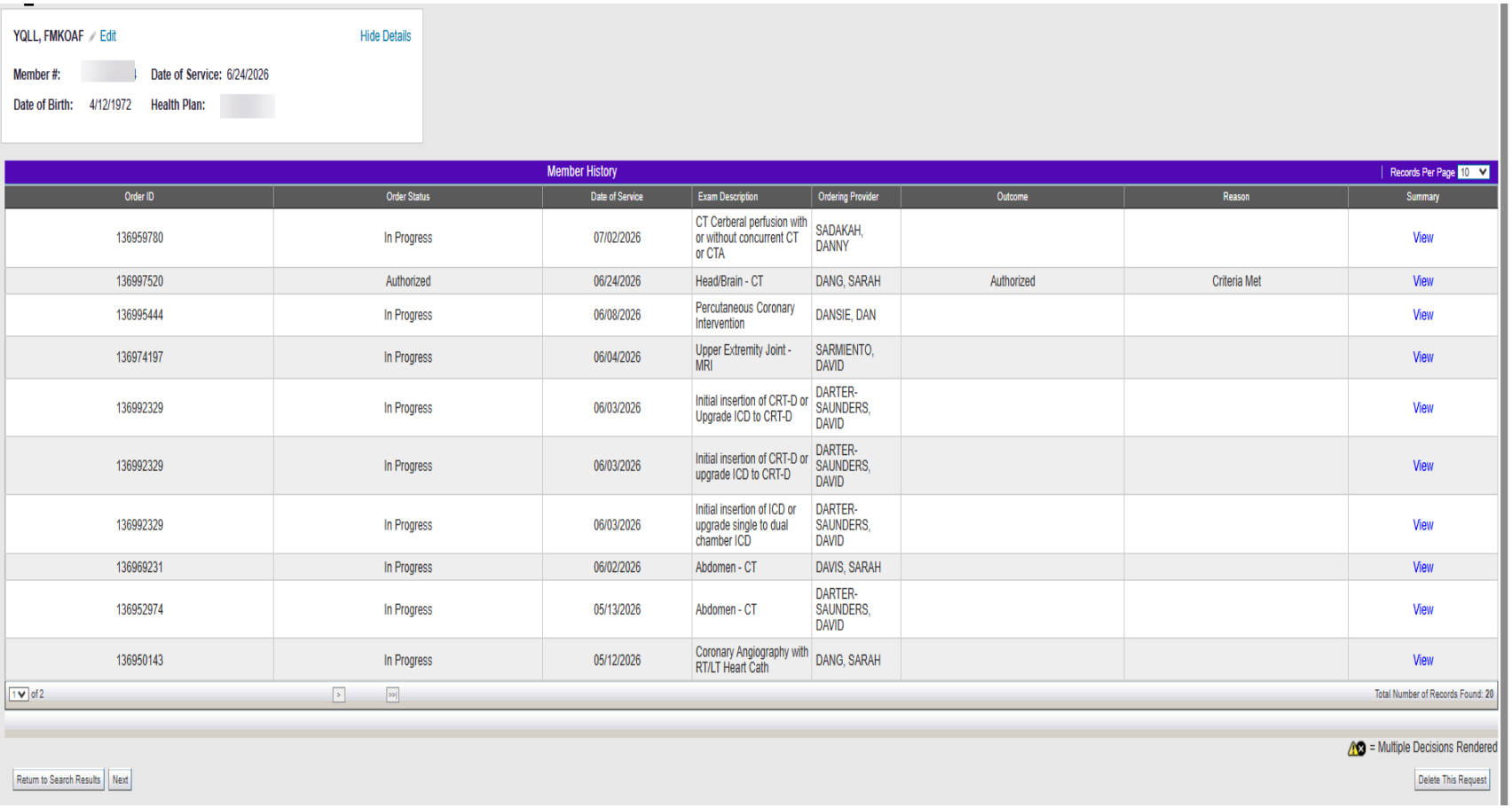
Order type selection



Only solutions that are currently managed by Carelon for the member will appear on the order type selection screen

On the order type screen, select "**Cardiovascular**" and then select the "**Start Order Request**" button.

Member order request history



YQLL, FMKOAF Edit Hide Details

Member #: Date of Service: 6/24/2026

Date of Birth: 4/12/1972 Health Plan:

Member History

Records Per Page 10

Order ID	Order Status	Date of Service	Exam Description	Ordering Provider	Outcome	Reason	Summary
136959780	In Progress	07/02/2026	CT Cerberal perfusion with or without concurrent CT or CTA	SADAKAH, DANNY			View
136997520	Authorized	06/24/2026	Head/Brain - CT	DANG, SARAH	Authorized	Criteria Met	View
136995444	In Progress	06/08/2026	Percutaneous Coronary Intervention	DANSIE, DAN			View
136974197	In Progress	06/04/2026	Upper Extremity Joint - MRI	SARMIENTO, DAVID			View
136992329	In Progress	06/03/2026	Initial insertion of CRT-D or Upgrade ICD to CRT-D	DARTER-SAUNDERS, DAVID			View
136992329	In Progress	06/03/2026	Initial insertion of CRT-D or upgrade ICD to CRT-D	DARTER-SAUNDERS, DAVID			View
136992329	In Progress	06/03/2026	Initial insertion of ICD or upgrade single to dual chamber ICD	DARTER-SAUNDERS, DAVID			View
136969231	In Progress	06/02/2026	Abdomen - CT	DAVIS, SARAH			View
136952974	In Progress	05/13/2026	Abdomen - CT	DARTER-SAUNDERS, DAVID			View
136950143	In Progress	05/12/2026	Coronary Angiography with RT/LT Heart Cath	DANG, SARAH			View

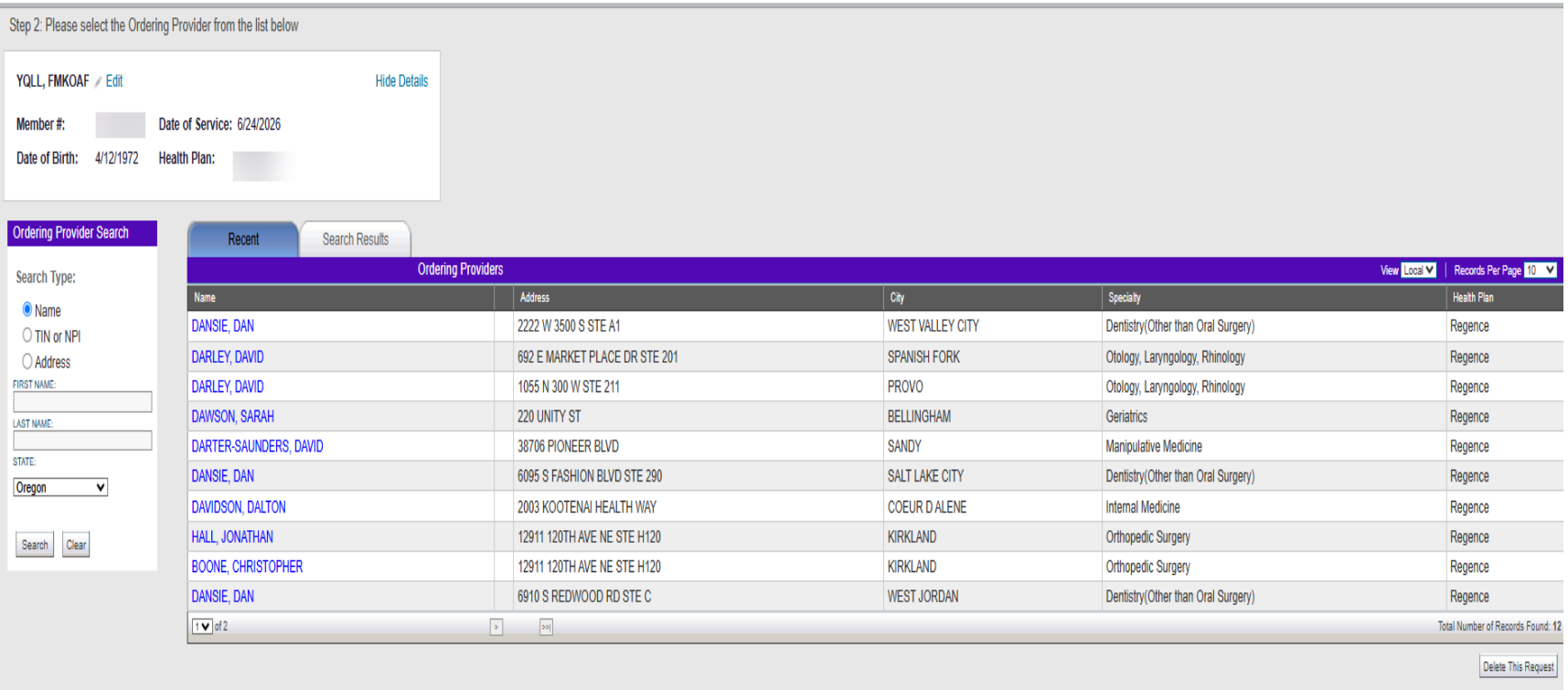
1 of 2 Total Number of Records Found: 20

= Multiple Decisions Rendered

Return to Search Results Next Delete This Request

The Member History screen will allow the user to view historical order requests for the given member.

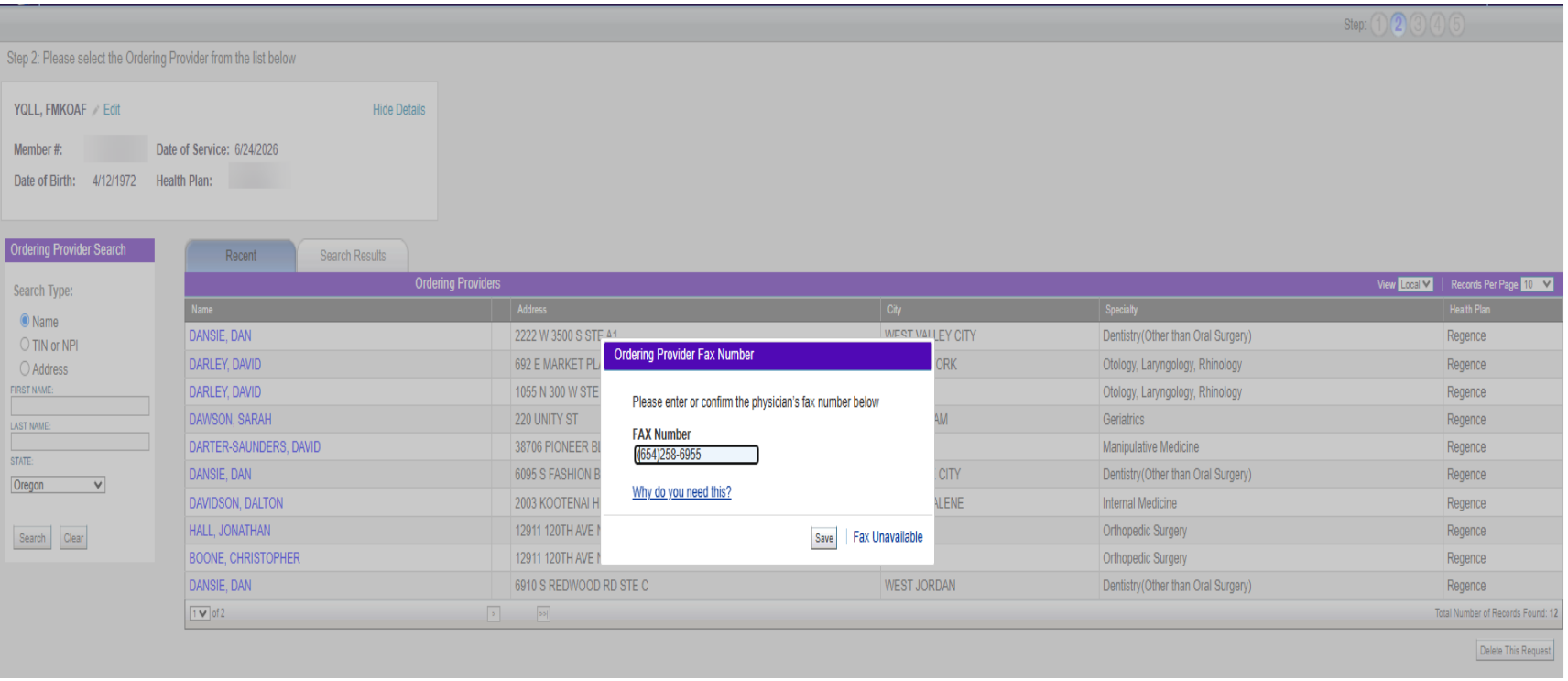
Ordering provider selection



Select the ordering provider by clicking on the physician's name.

Ordering providers that are associated with group identifier (e.g., TIN, NPI, etc.). in the user's registration will be available for selection

Ordering provider selection



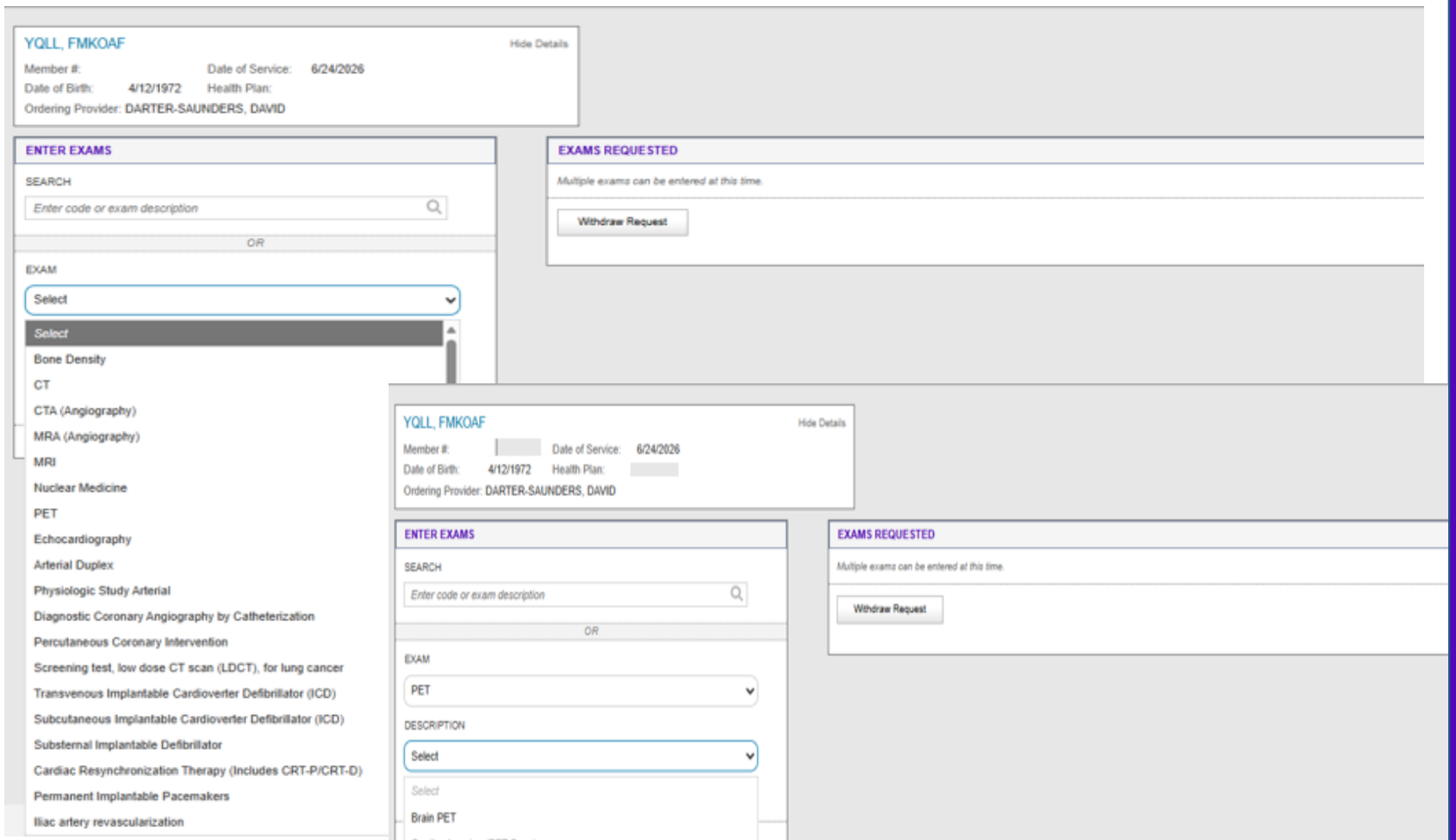
Enter the fax number to be used when communicating with the ordering provider the outcome of an adverse determination (denial) case

or

If a fax number was previously entered for the provider, confirm the number is correct

Press the “**Save**” button.

Exam selection



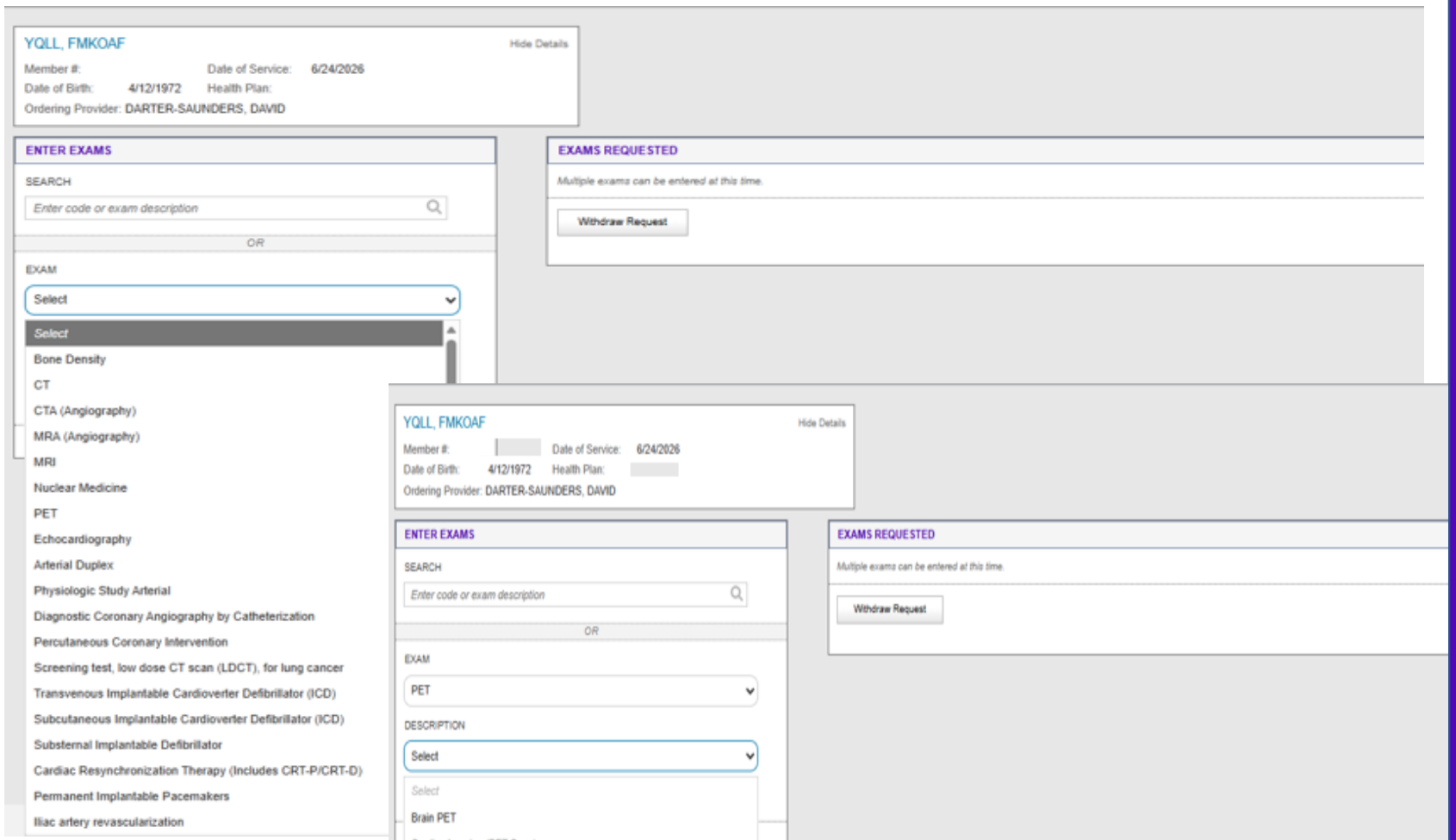
You can search for an exam or procedure by CPT code.

To begin, type the CPT code for the exam or procedure you're requesting.

If you prefer, you may select the exam name and description from the drop-down menu.

Then choose "**Add Exam**" to begin the review process.

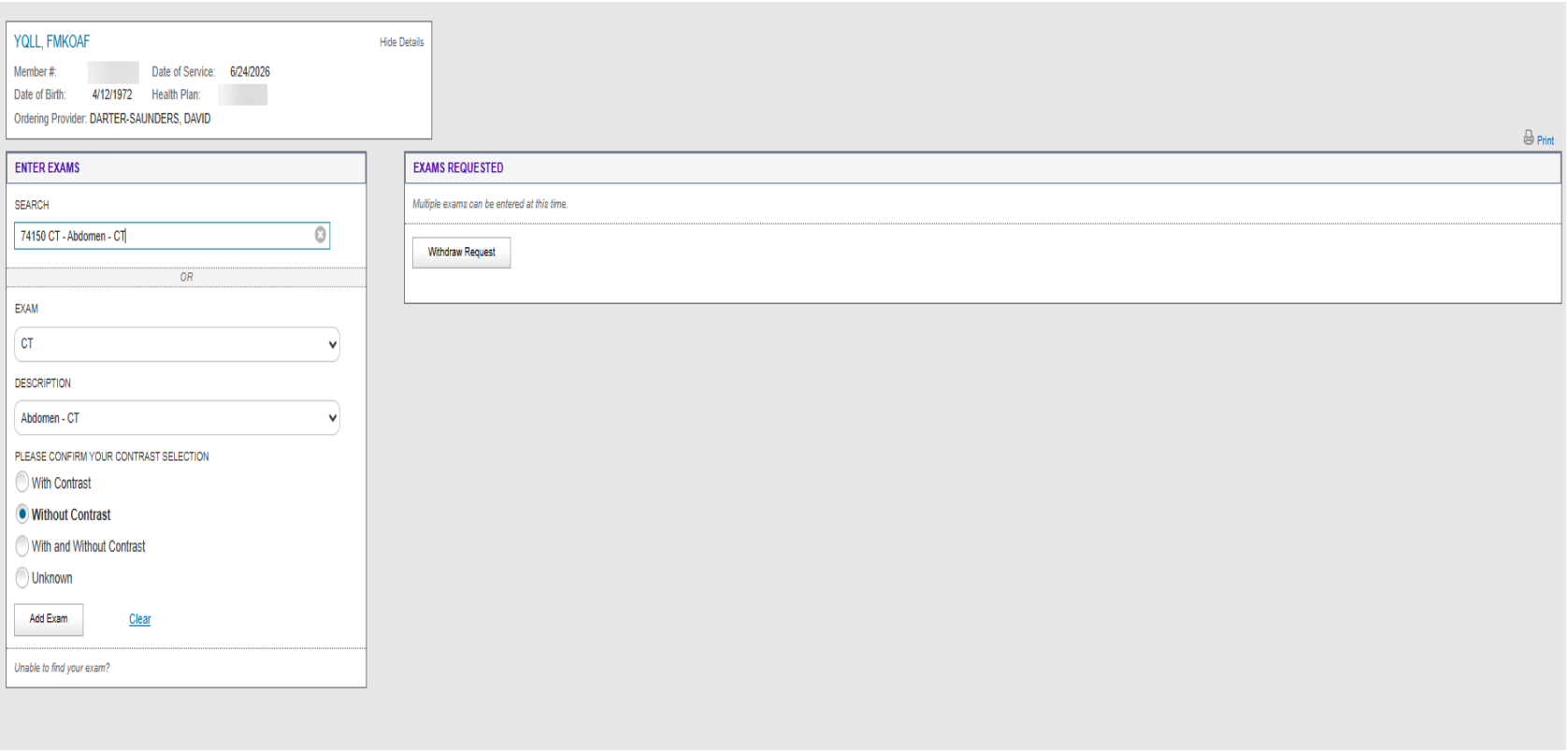
Exam selection



You may select the exam name and description from the drop-down menu.

Then choose “**Add Exam**” to begin the review process.

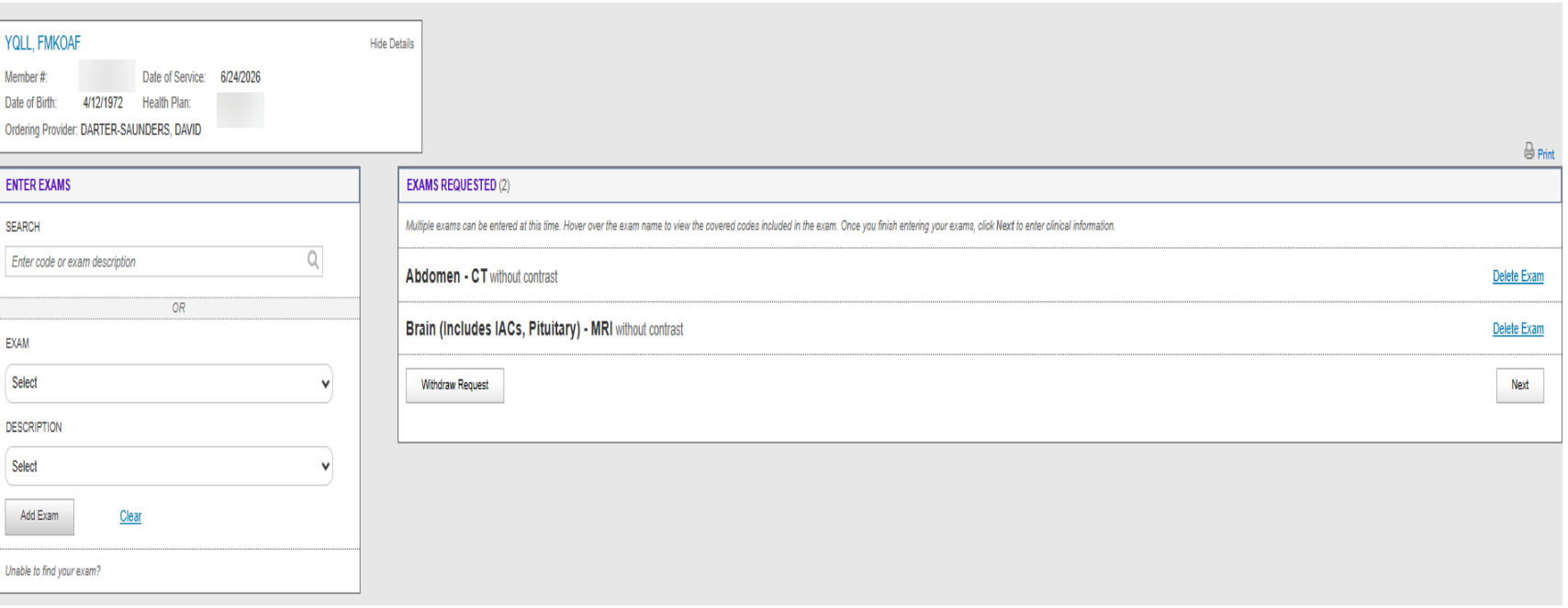
Exam selection



You can also search for an exam or procedure by CPT code.

To begin, type the CPT code for the exam or procedure you're requesting.

Adding more exams

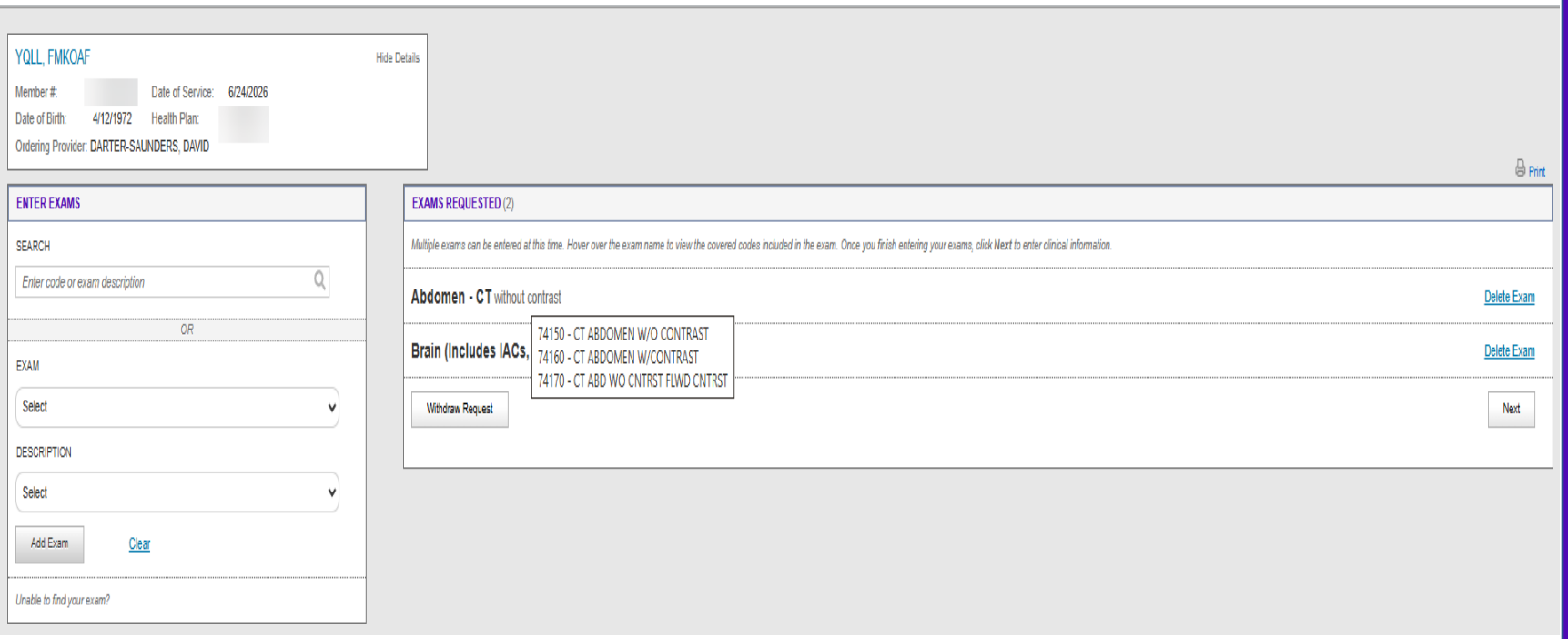


If you need to review another exam for this patient, you can add an additional exam from this screen.

Simply search again by CPT code or select the exam name and description from the drop-down menu.

Then choose “**Add Exam**”. Your additional exam or procedure will now be listed.

Adding more exams

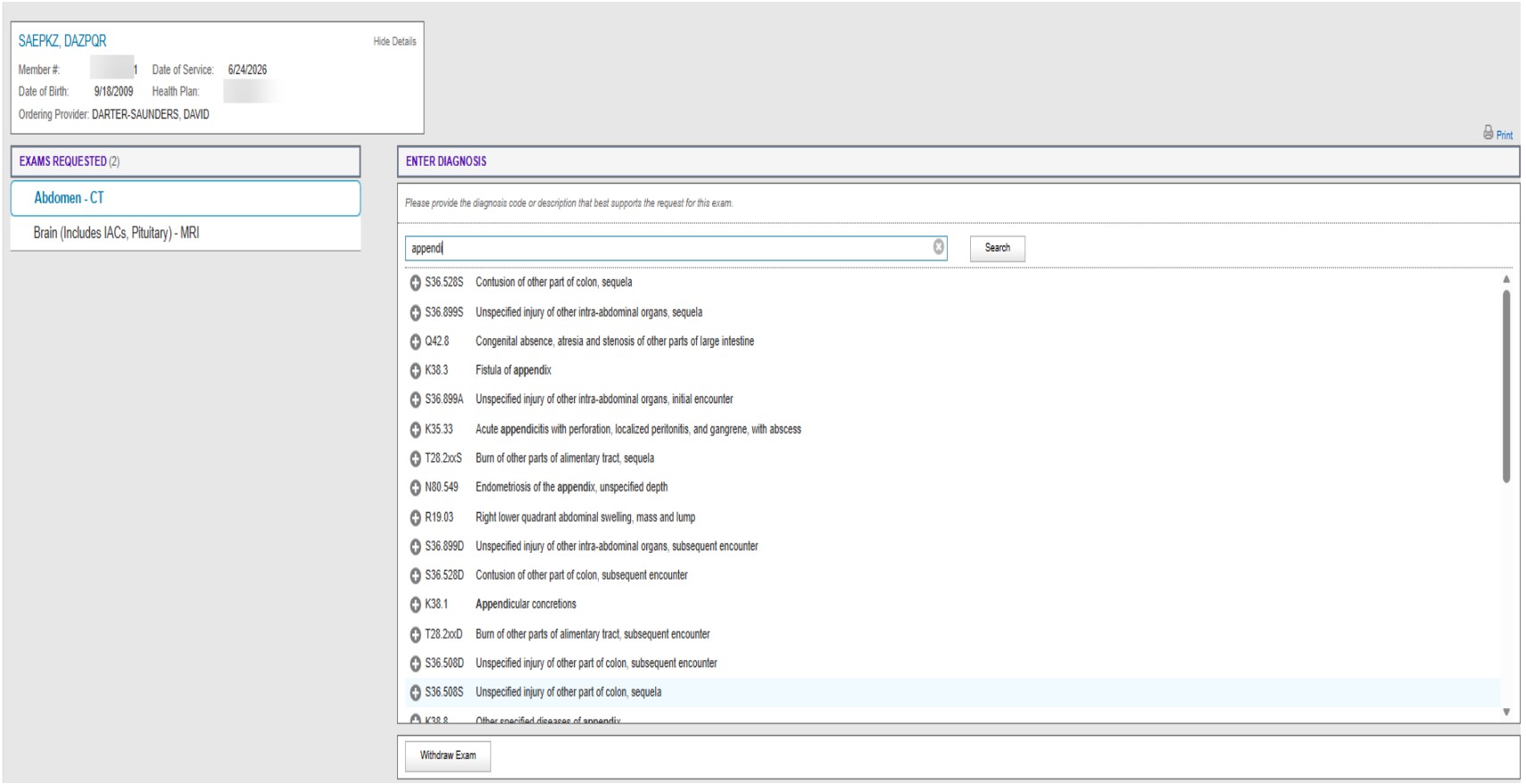


If you need to review another exam for this patient, you can add an additional exam from this screen.

Simply search again by CPT code or select the exam name and description from the drop-down menu.

Then choose “**Add Exam**”. Your additional exam or procedure will now be listed.

Enter member's diagnosis



Choose the exam you wish to continue with by clicking on it.

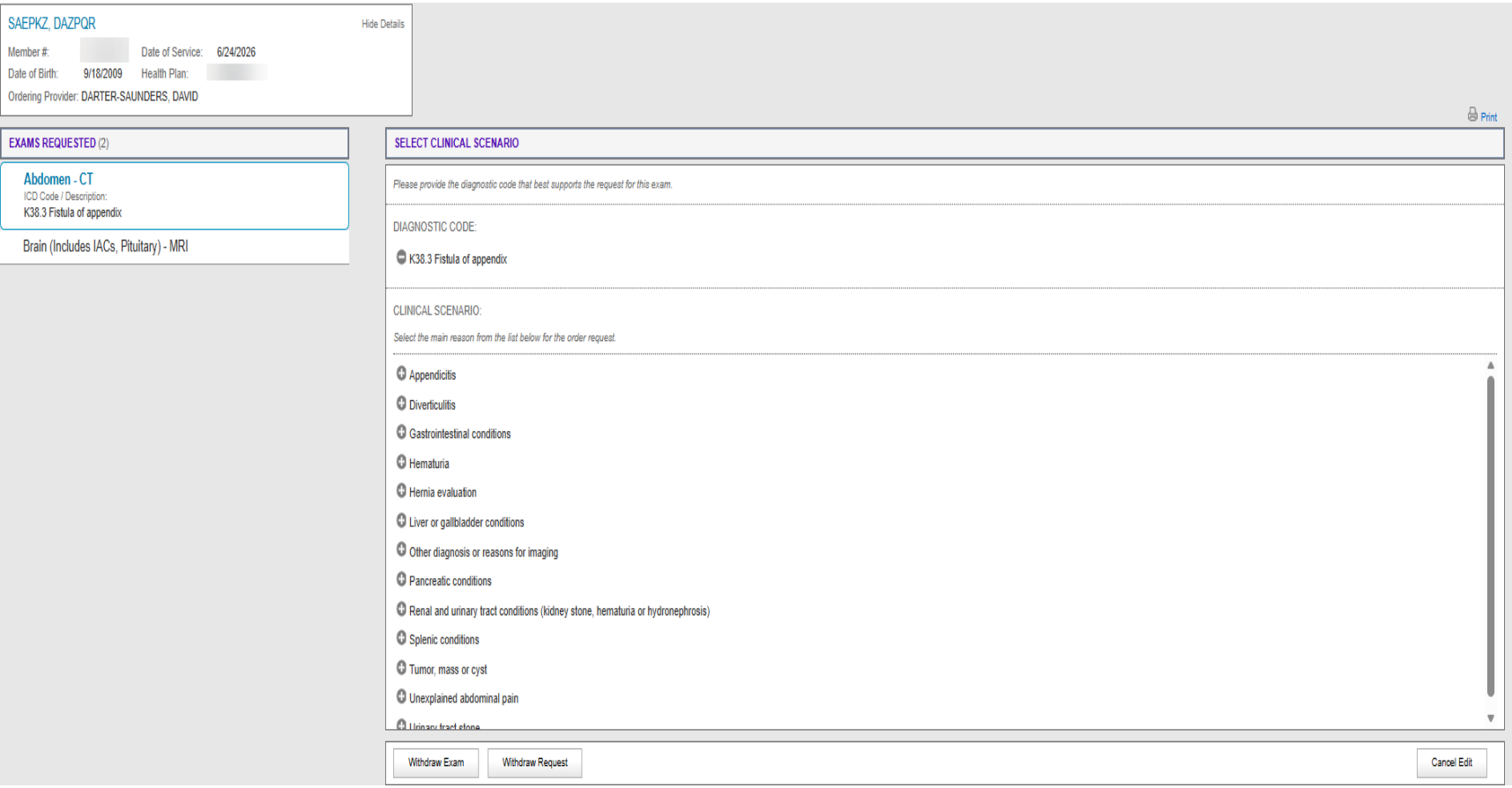
Search for the patient's diagnosis.

You may do this by either entering the diagnosis or the diagnostic (ICD) code.

When you enter at least three characters, a list of matching diagnoses will appeal.

Choose the diagnosis that corresponds to your patient's condition by selecting it.

Clinical data entry: diagnosis code continued



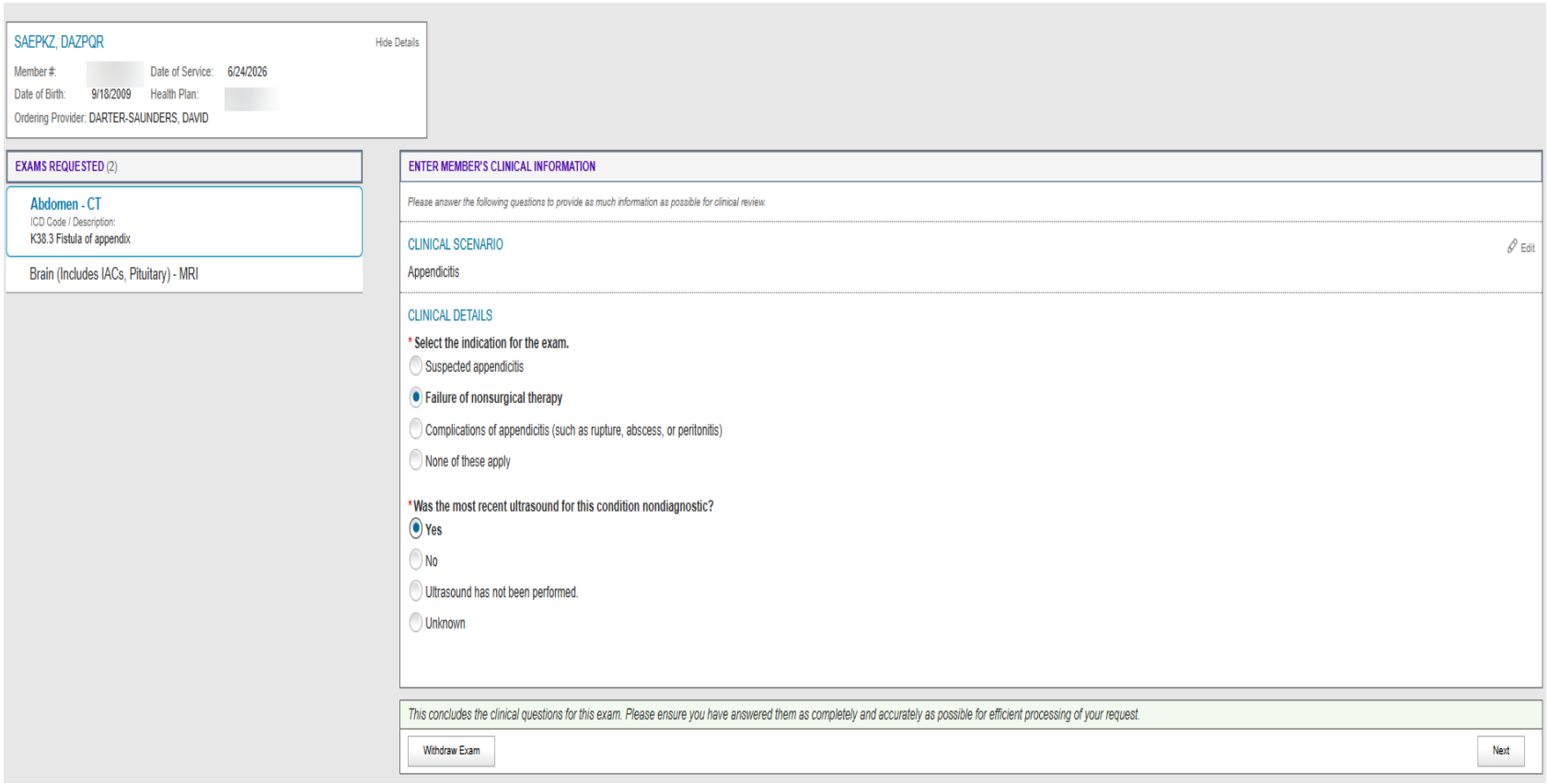
Based on the diagnosis or the ICD code you selected, you may be asked to provide additional clinical information regarding your patient's medical history.

Choose the most appropriate response by selecting it.

Based on your responses, additional questions may be presented to help us better evaluate your request.

Questions are always tailored to the information entered.

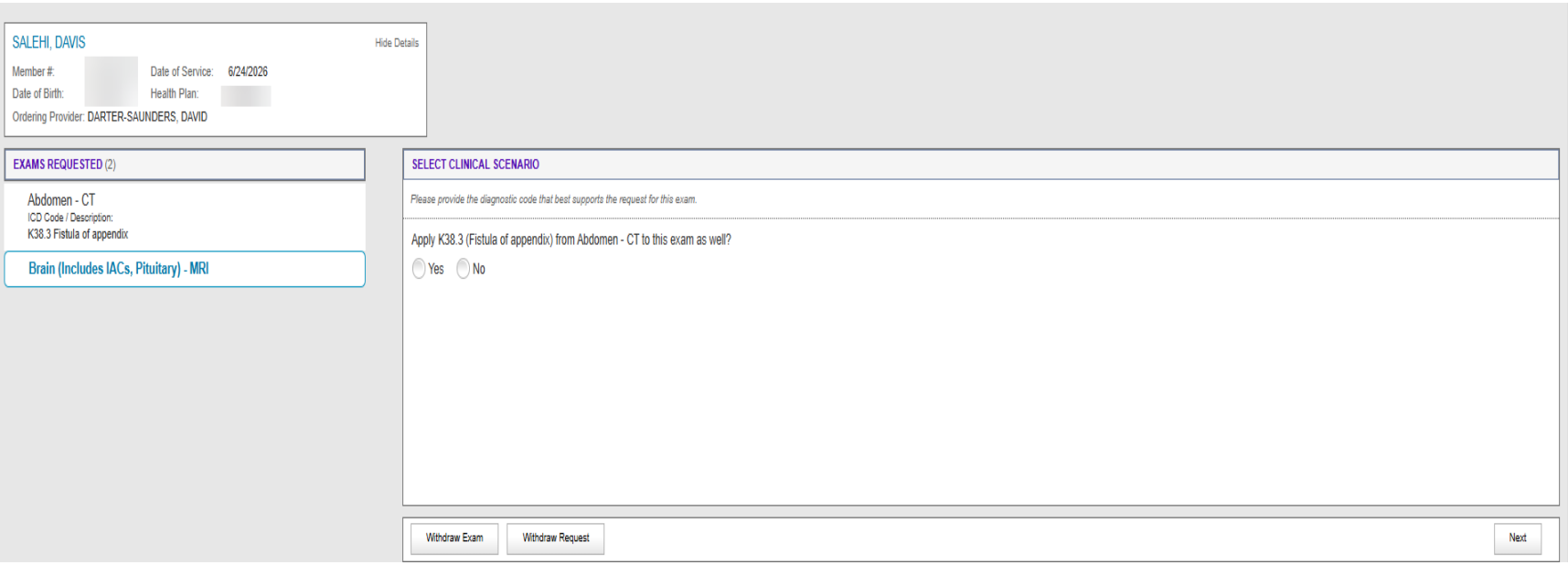
Enter member’s clinical information



Once the diagnosis code has been entered, the user will enter the necessary member’s clinical information.

Click “**Next**” to continue with the case after entering the member’s clinical information.

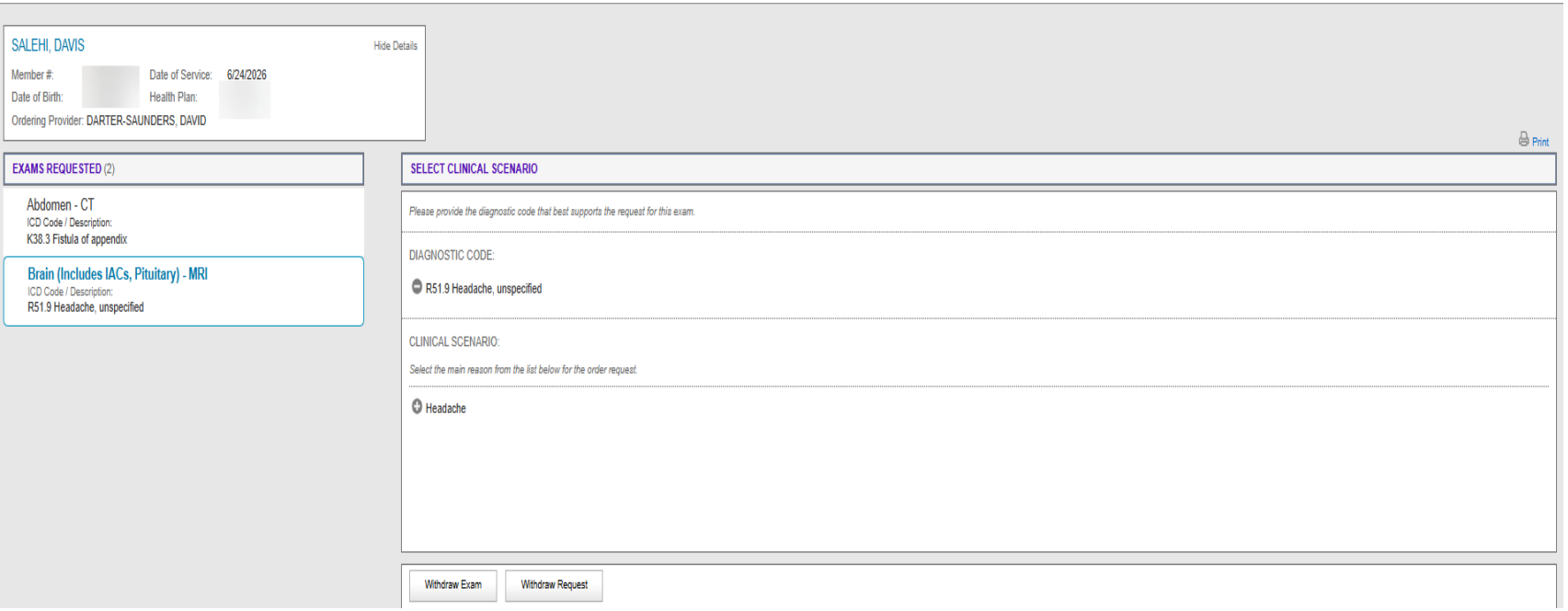
Clinical Information: Continued



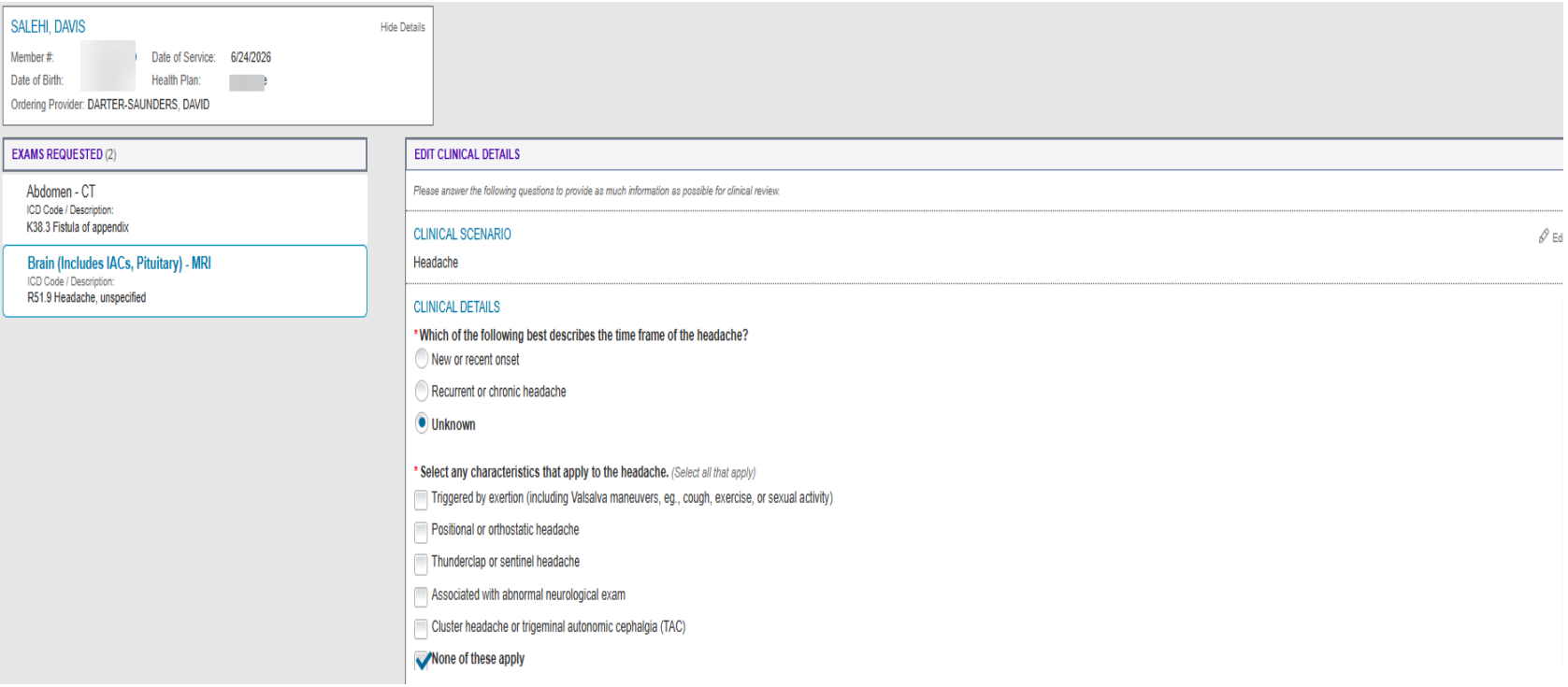
When selecting the next exam or procedure, you are offered the option of using the same diagnosis as your previous exam.

Select the correct answer and then select “Next”. If you selected “Yes” the diagnosis code will be carried over. If you select “No” you can search again for a new diagnosis.

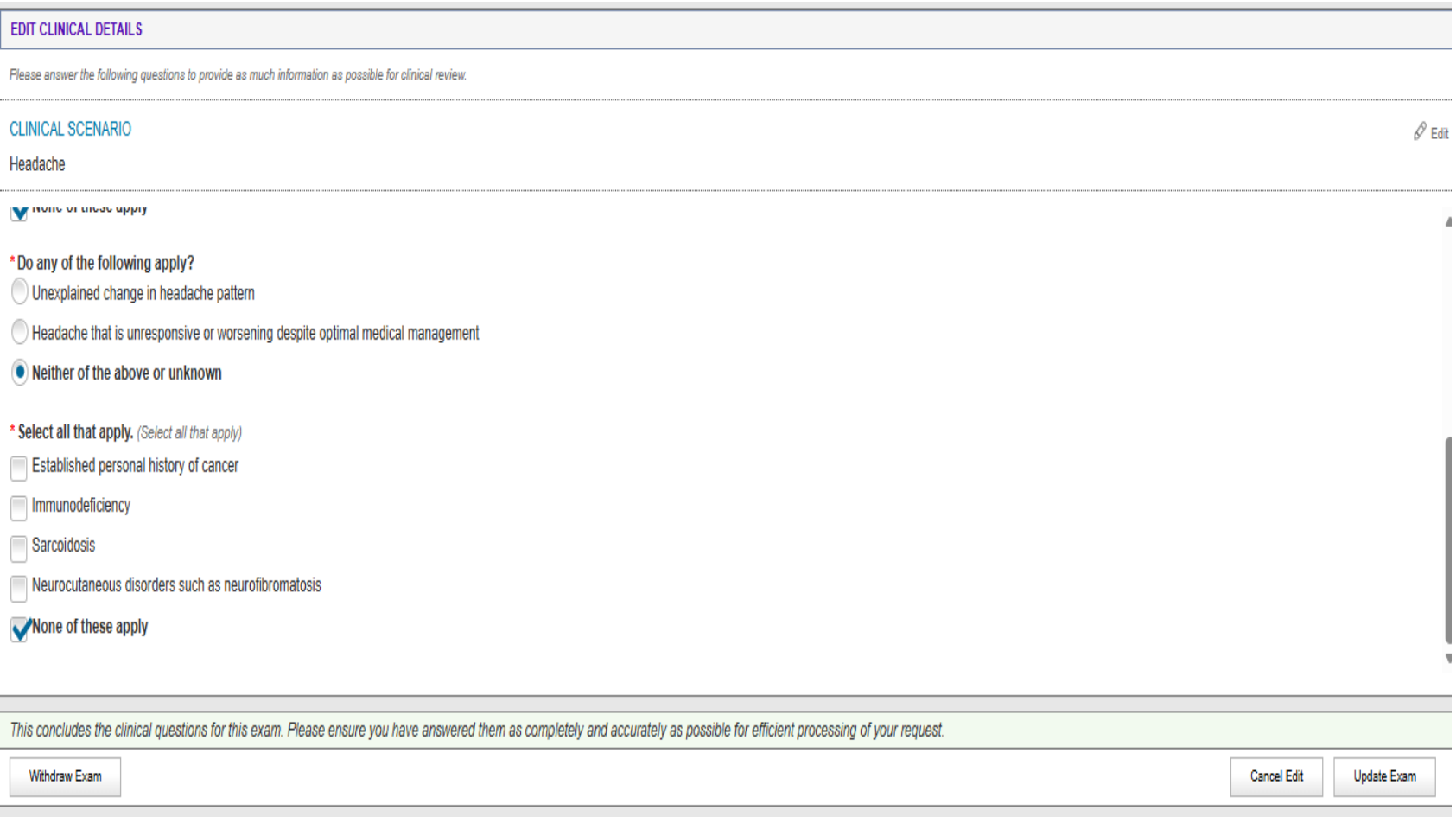
Clinical Information: Second Exam



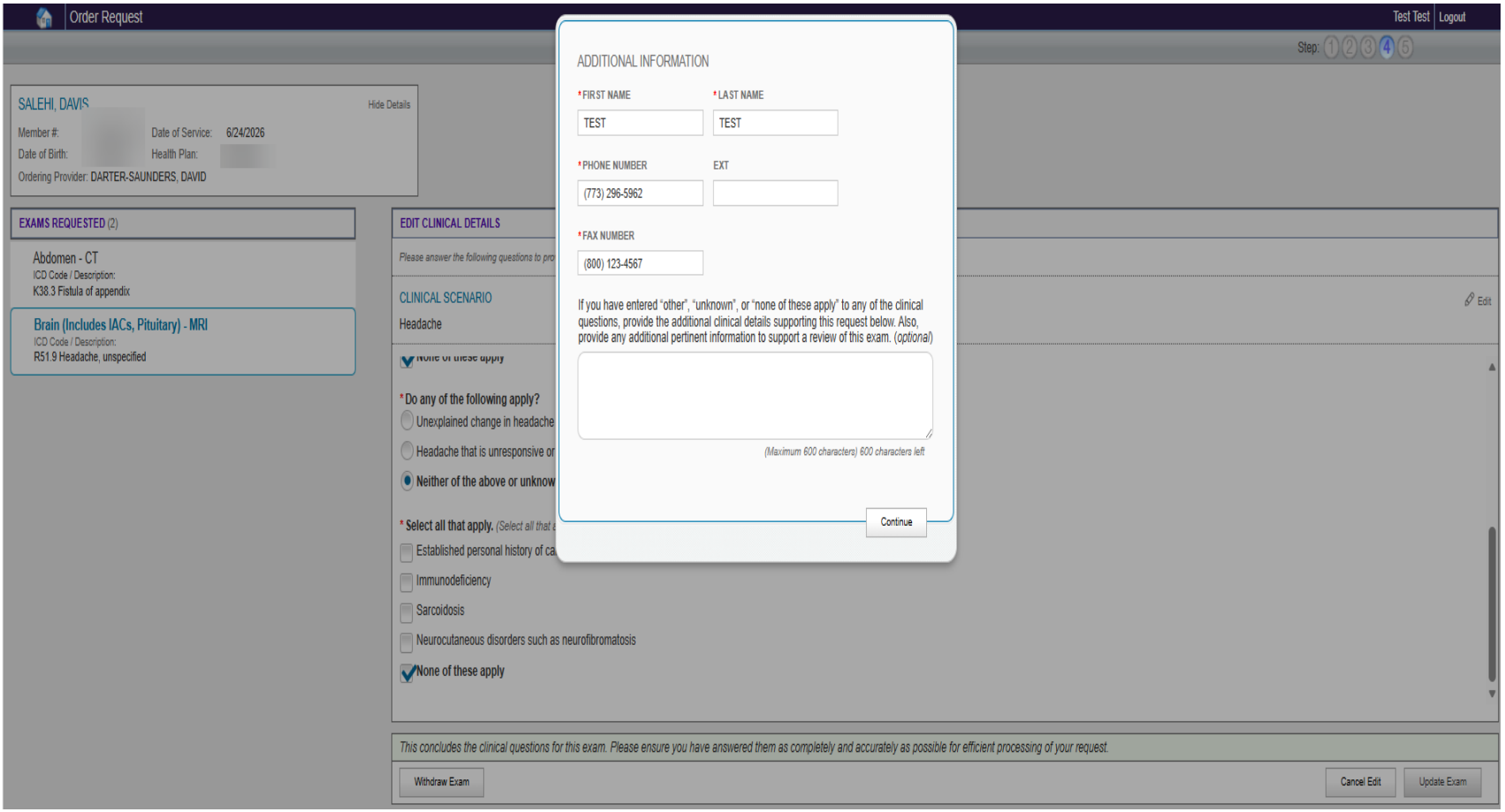
Additional clinical information: Second Exam



Clinical Information: Second Exam



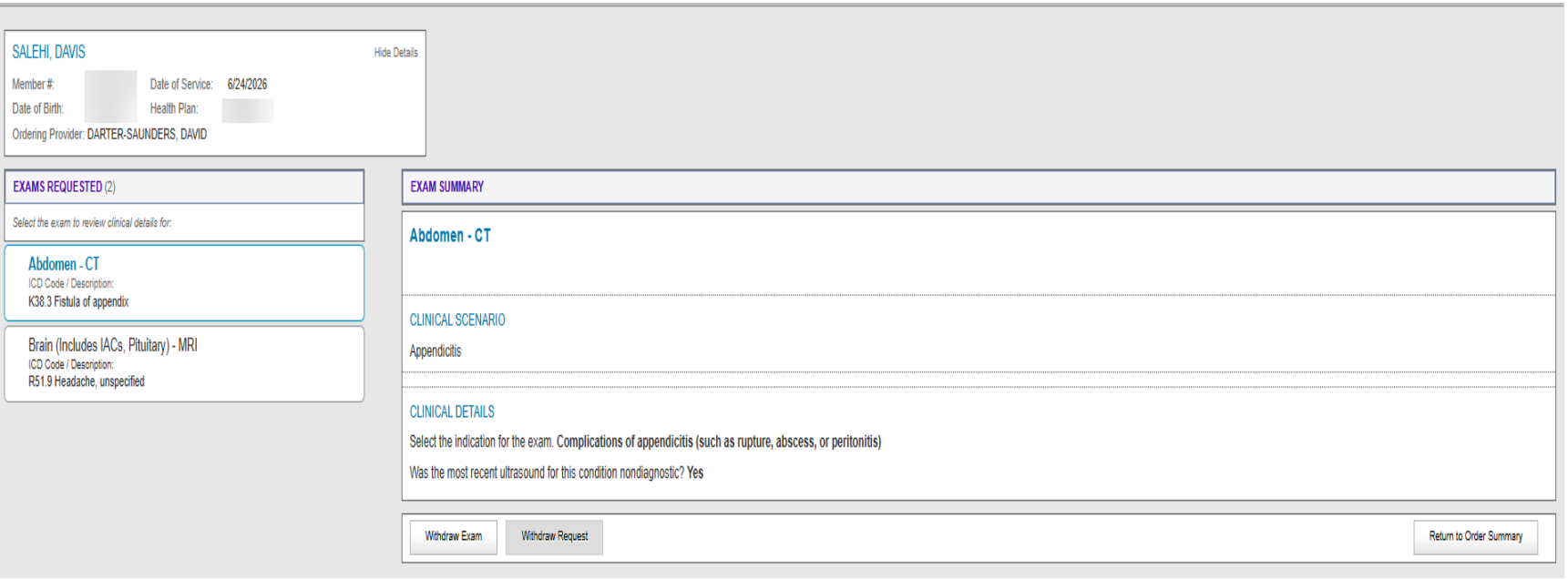
Additional Information box



During the process of entering clinical information, you may encounter the Additional Information screen.

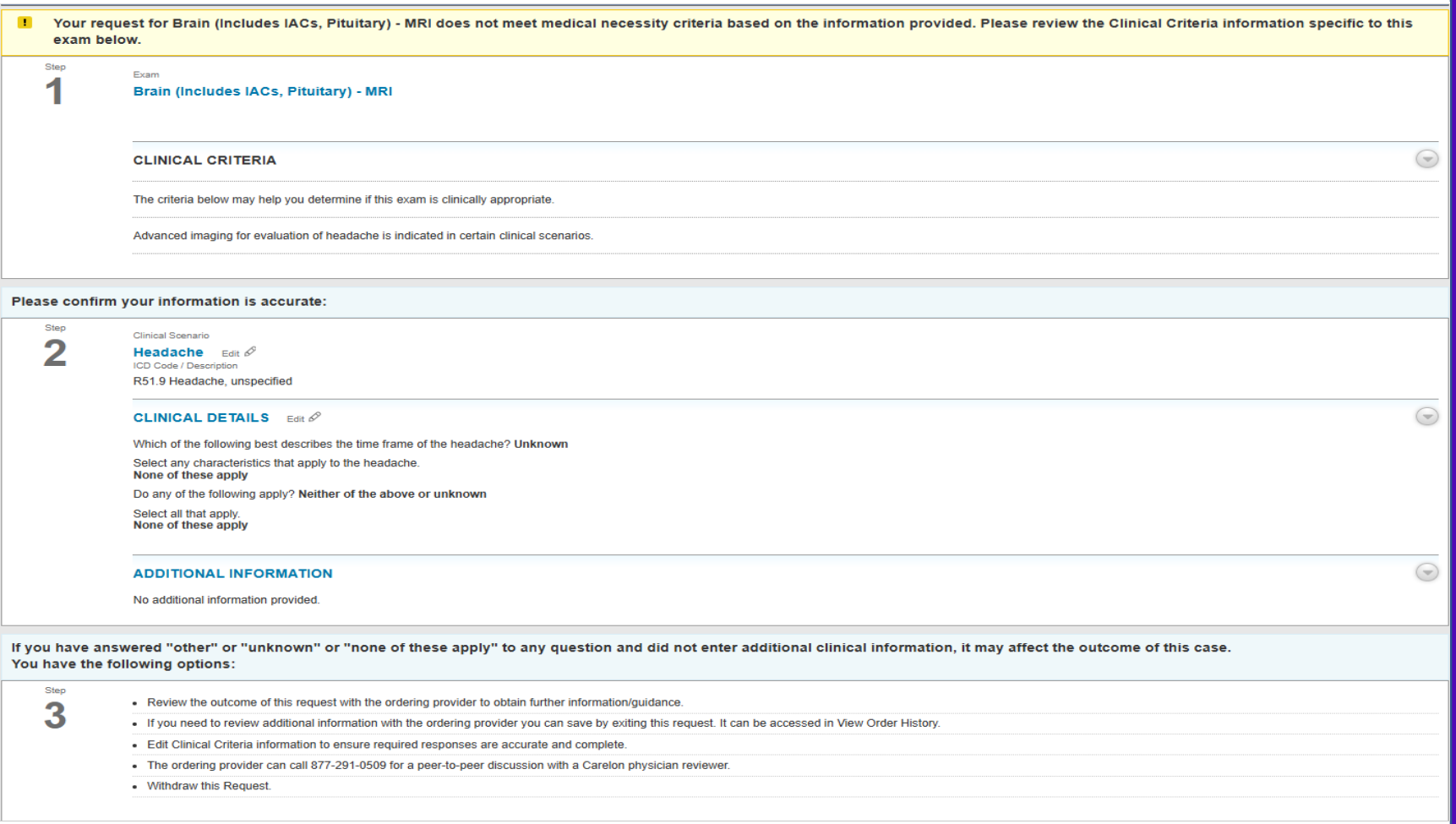
The Additional Information screen indicates that the Carelon review team will need more information to evaluate your request against clinical guidelines.
Entering information here will help expedite your review.

Clinical exam summary



Your first request appears to meet clinical guidelines.
Review the exam summary and if the information is correct, choose “Done with Exam”.
If you entered multiple exams or procedures, you can now review your next exam.

Exam summary feedback



When the clinical information entered does not meet clinical guidelines for the exam requested, you will receive the Feedback screen.

This screen displays the specific criteria that conflicts with your request.

Reviewing this criteria with the ordering physician may help determine if the exam is clinically appropriate for your patient.

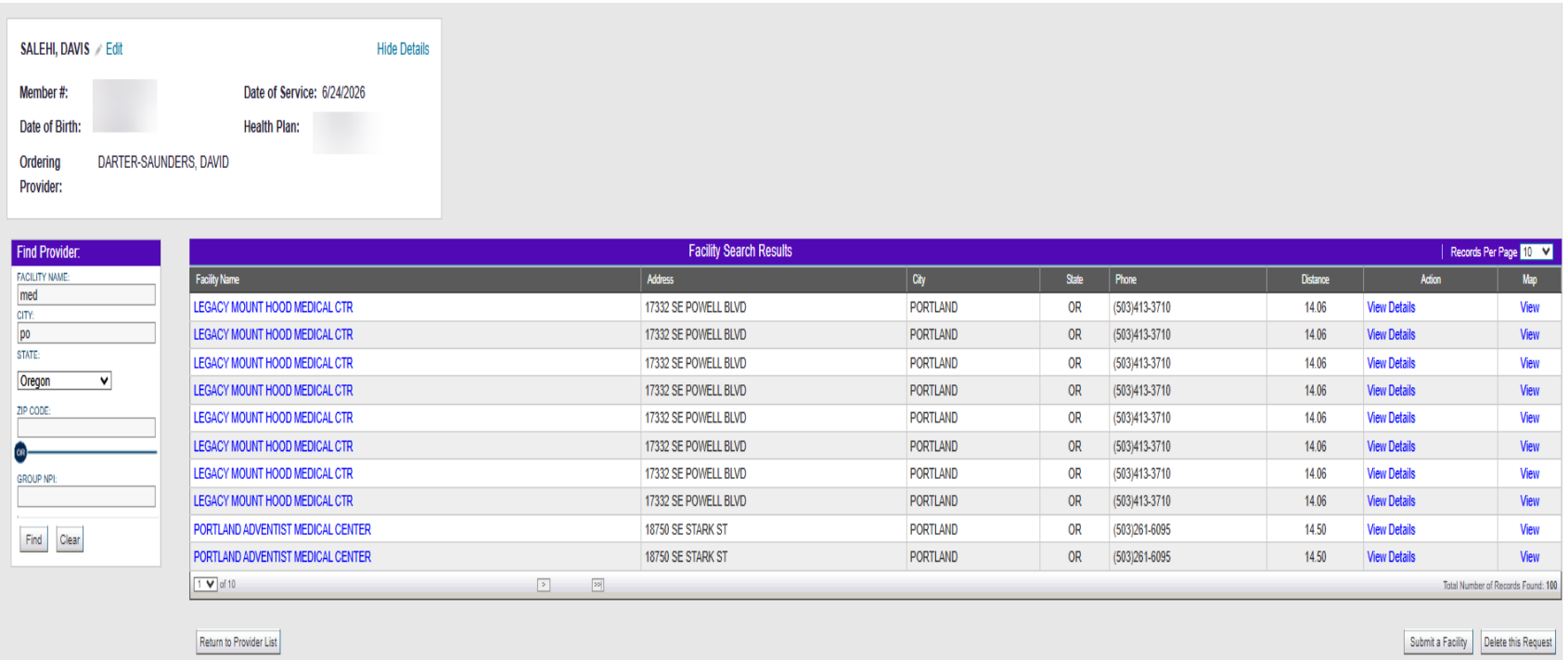
Use the Print option to print the summary to review with a physician.

Exams summary



Once you've completed entering all clinical information required for all exams, you will see the Exams Summary screen.
Select Next to continue.

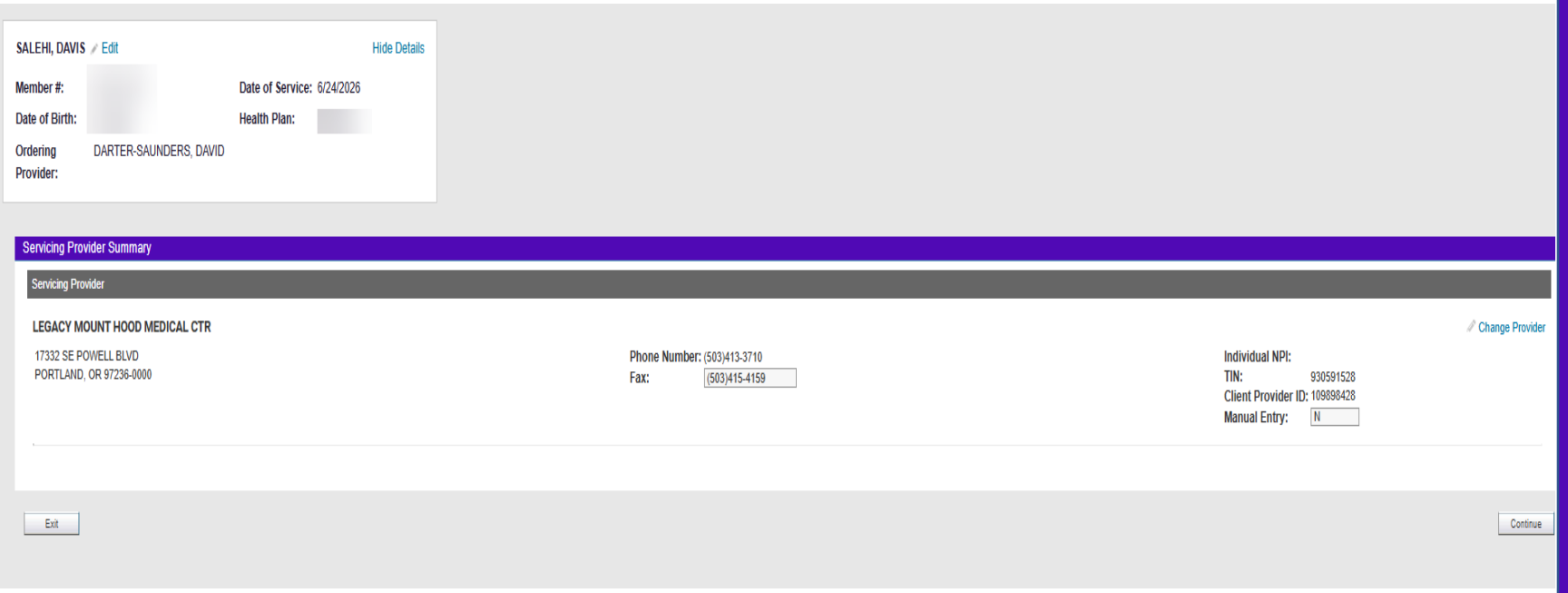
Facility selection



Select the facility where the testing will be performed. *ProviderPortal* will display available facilities by distance.

Choose a facility in the list or use “Find a Facility” button to search for additional facilities

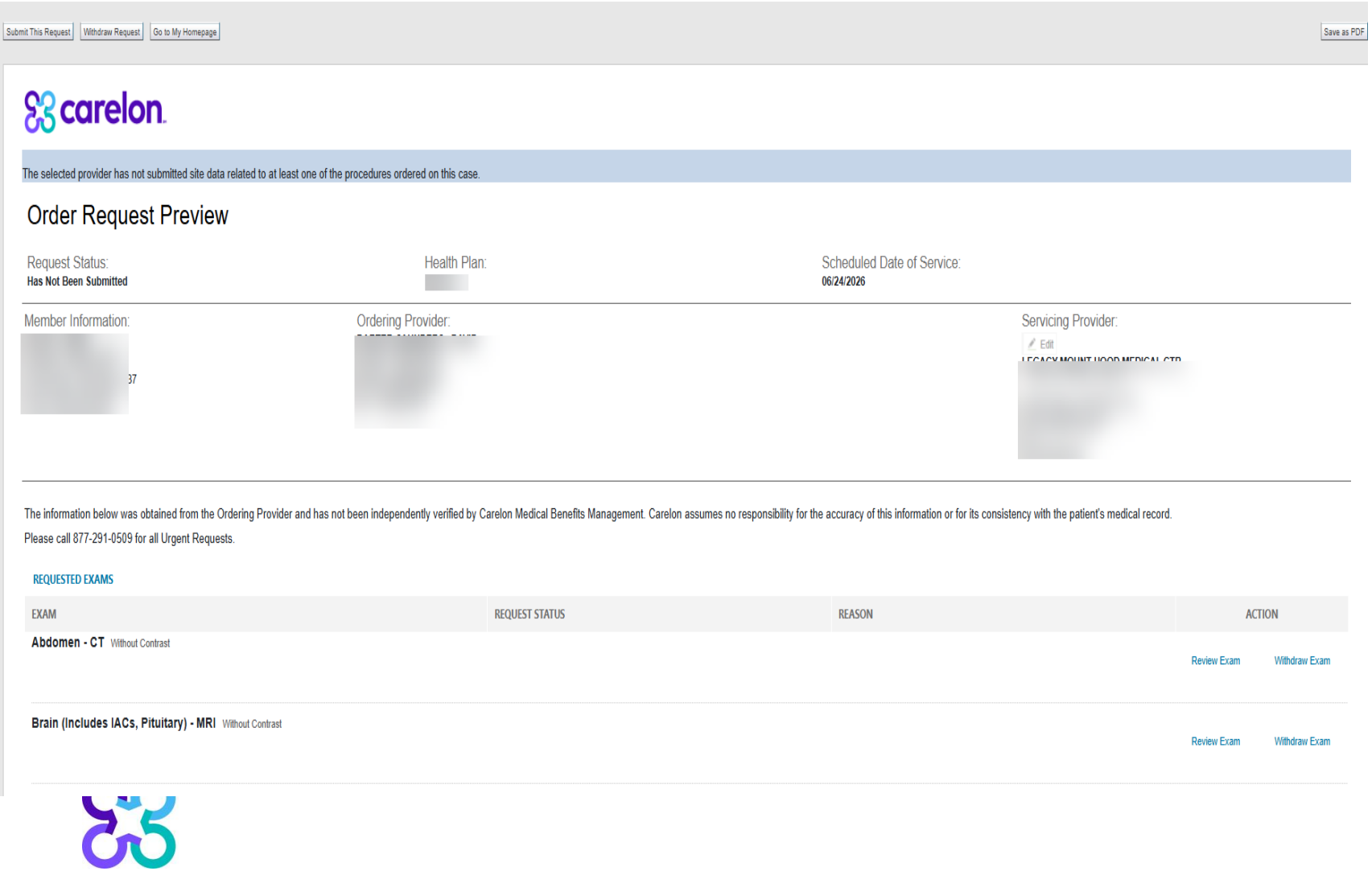
Servicing provider summary



The Servicing Provider Summary displays the selected servicing provider.
The end user may input the servicing provider's fax number or change the servicing provider is necessary before continuing with the case.

Select "Continue" to proceed with the case.

Order Request Preview



This is a preview of your order.

For each exam or procedure, you requested, you may see a request status as well as a brief description with the reason.

Select “Submit This Request” to proceed.

Once the order has been submitted you can Print or Save to a PDF to include in the patient’s chart.

To start a new order, select “Begin Another Request”.
The order request summary may be emailed to yourself if you wish access the request at a later time.

Order Request Preview: Continued

REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Abdomen - CT Without Contrast			Review Exam Withdraw Exam
Brain (Includes IACs, Pituitary) - MRI Without Contrast			Review Exam Withdraw Exam

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

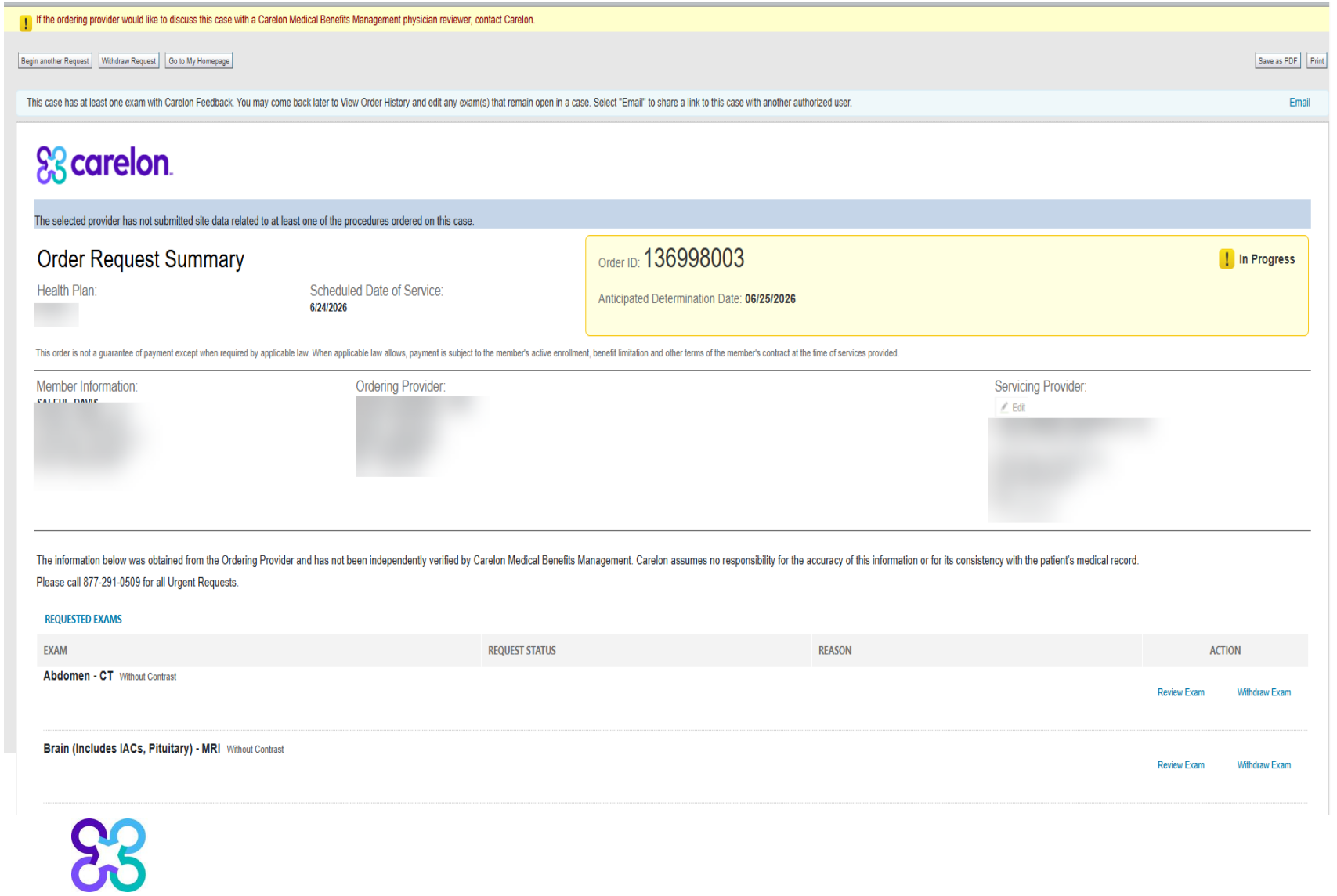
CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
74150	CT ABDOMEN W/O CONTRAST	Abdomen - CT
74160	CT ABDOMEN W/CONTRAST	Abdomen - CT
74170	CT ABD WO CNTRST FLWD CNTRST	Abdomen - CT
0649T*	QUAN MR ALYS TISS COMPOSITION W/MRI 1ORG	Brain (Includes IACs, Pituitary) - MRI
70551	MRI of brain	Brain (Includes IACs, Pituitary) - MRI
70552	Contrast MRI of brain	Brain (Includes IACs, Pituitary) - MRI
70553	MRI of brain and further sequences	Brain (Includes IACs, Pituitary) - MRI

Total Records Found : 7

** Secondary codes do not require a separate order.*

The order request preview will display the requested exams and the applicable CPT codes that are included within the order request

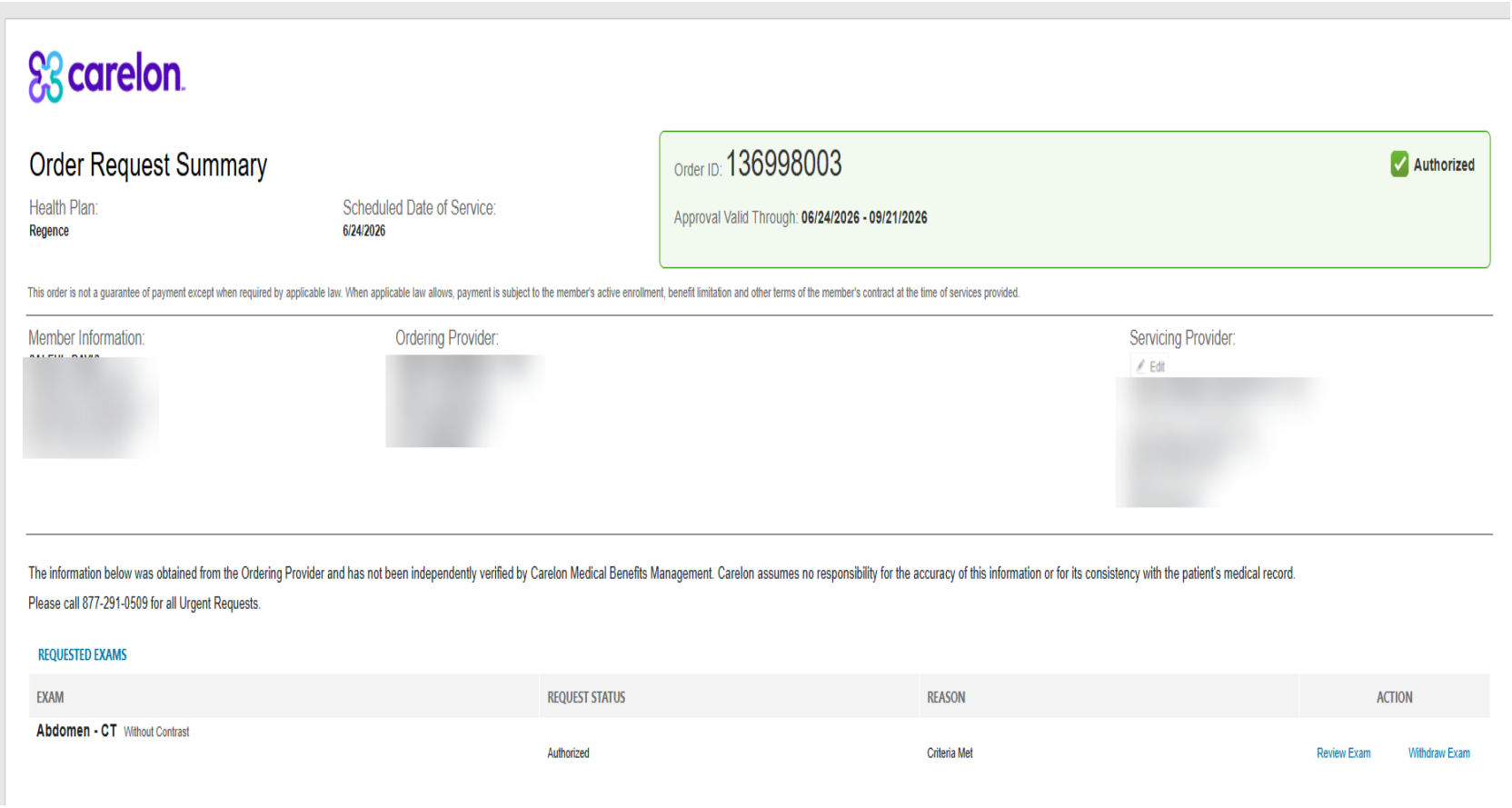
Order request summary – In Progress Example



If a request requires further clinical review, the Order Request Summary page will show that the request is "In Progress."

At this time, the request will be sent to the Carelon clinicians for review.

Order Request Summary



carelon

Order Request Summary

Health Plan:
Regence

Scheduled Date of Service:
6/24/2026

Order ID: 136998003

Authorized

Approval Valid Through: **06/24/2026 - 09/21/2026**

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

Member Information:

Ordering Provider:

Servicing Provider:

Edit

The information below was obtained from the Ordering Provider and has not been independently verified by Carelon Medical Benefits Management. Carelon assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

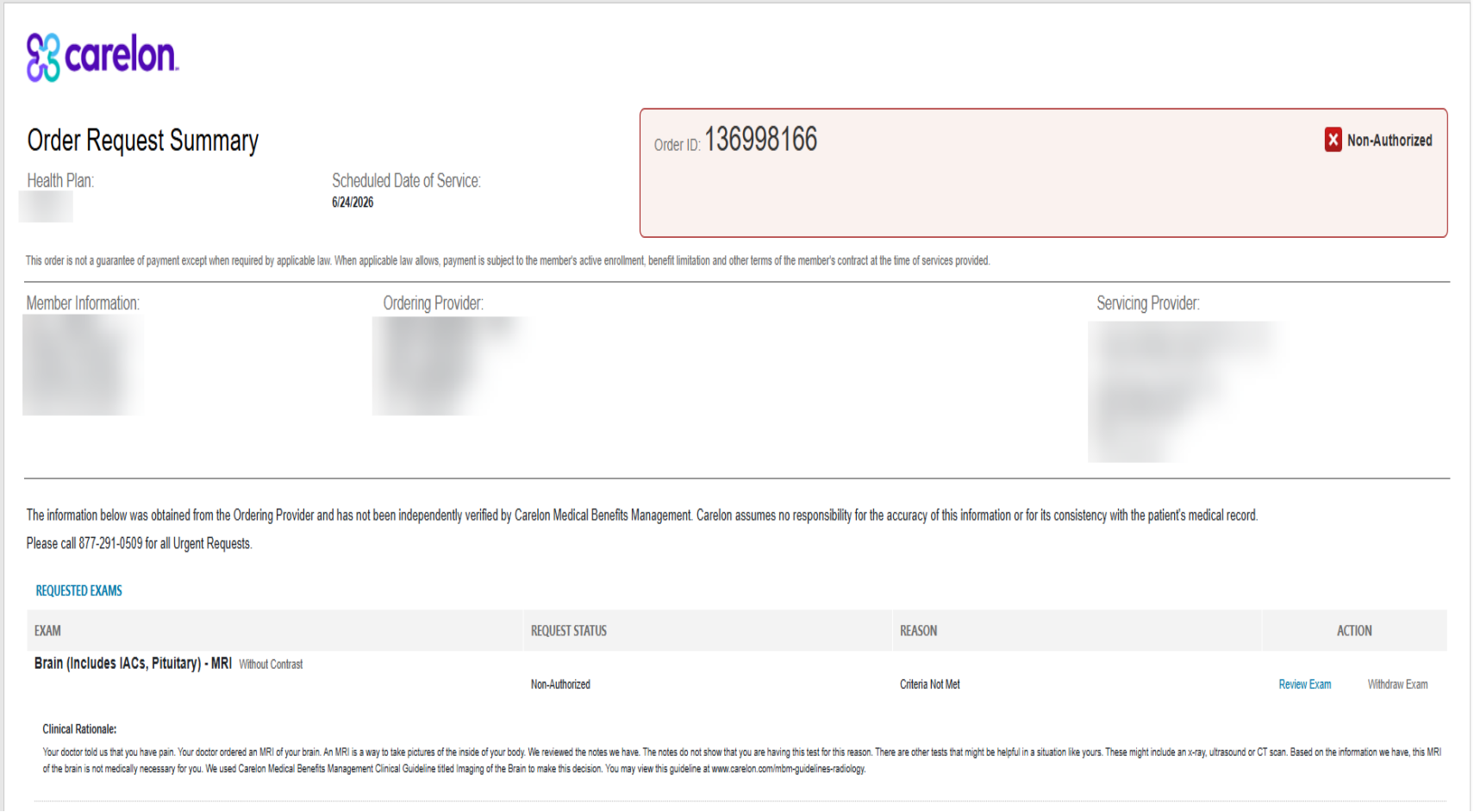
Please call 877-291-0509 for all Urgent Requests.

REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Abdomen - CT Without Contrast	Authorized	Criteria Met	Review Exam Withdraw Exam

Approved requests will display an Order ID number and Approval Valid Through date within a green box.
You can “Print” or “Save to a PDF” to include in the patient’s chart.

Order request summary–Non-Authorized Example



carelon

Order Request Summary

Order ID: 136998166

Non-Authorized

Health Plan:

Scheduled Date of Service:
6/24/2026

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

Member Information:

Ordering Provider:

Servicing Provider:

The information below was obtained from the Ordering Provider and has not been independently verified by Carelon Medical Benefits Management. Carelon assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

Please call 877-291-0509 for all Urgent Requests.

REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Brain (Includes IACs, Pituitary) - MRI Without Contrast	Non-Authorized	Criteria Not Met	Review Exam Withdraw Exam

Clinical Rationale:

Your doctor told us that you have pain. Your doctor ordered an MRI of your brain. An MRI is a way to take pictures of the inside of your body. We reviewed the notes we have. The notes do not show that you are having this test for this reason. There are other tests that might be helpful in a situation like yours. These might include an x-ray, ultrasound or CT scan. Based on the information we have, this MRI of the brain is not medically necessary for you. We used Carelon Medical Benefits Management Clinical Guideline titled Imaging of the Brain to make this decision. You may view this guideline at www.carelon.com/mbm-guidelines-radiology.

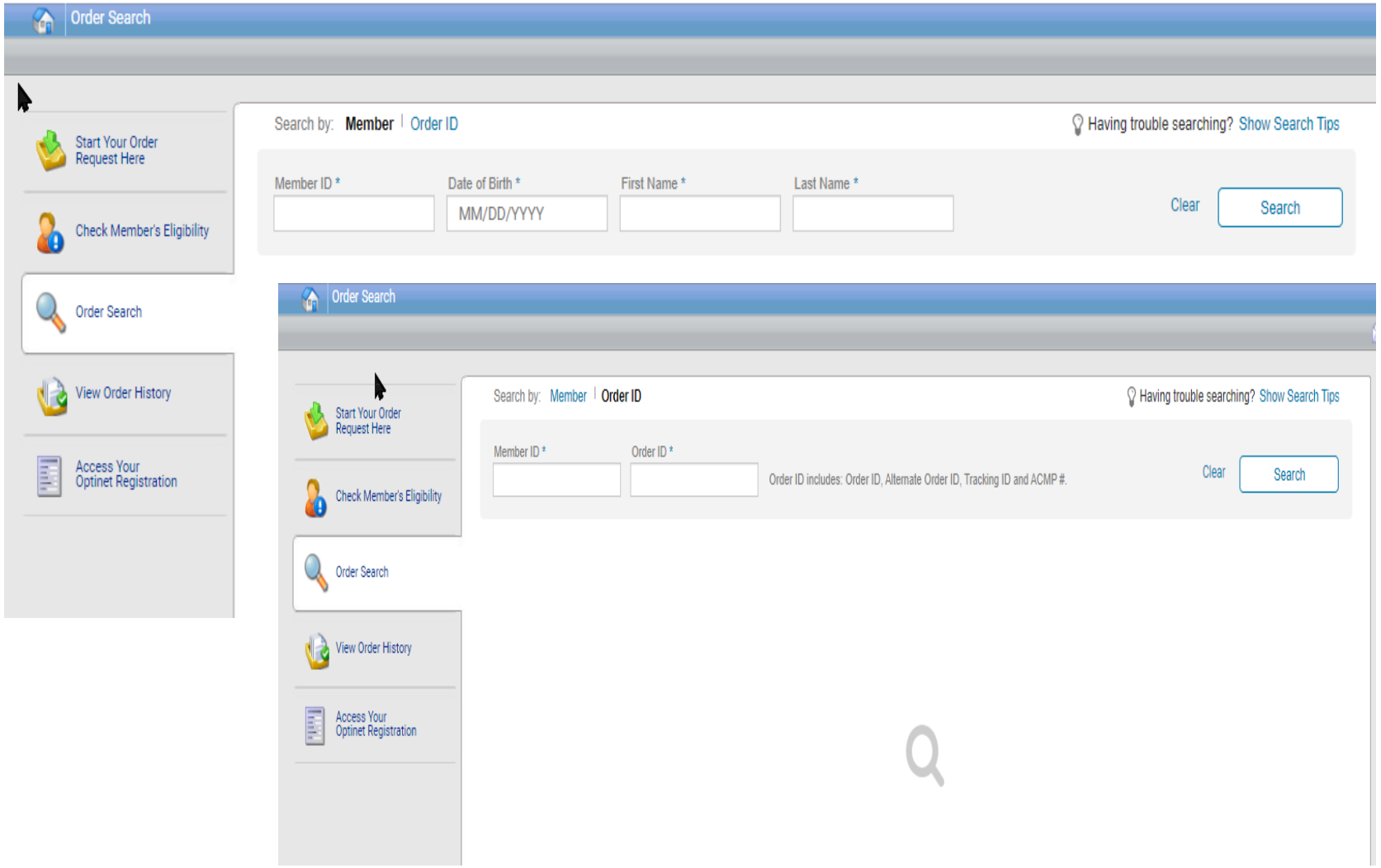
Non-Authorized requests will display the Clinical Rationale of why the request was not able to be approved.
You can “Print” or “Save to a PDF” to include in the patient’s chart.



Additional provider portal features

Note: Carelon Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

Check order status



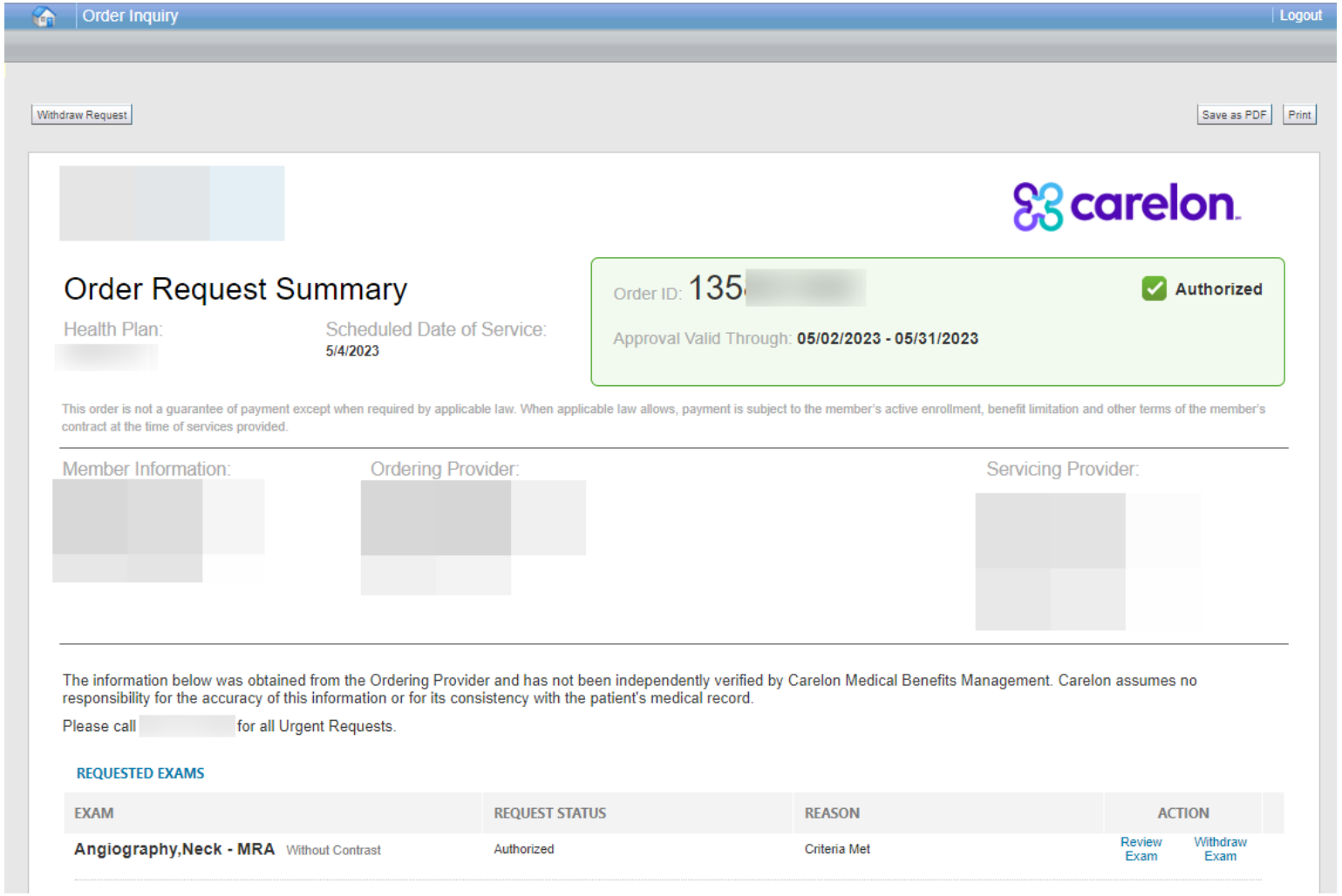
Searching for Orders:

Search for the record by either **Order ID or Member Information.**

- Member ID + DOB + Member Name
- Member ID + Order ID

Select "**Search**" to continue.

Viewing order requests on the provider portal

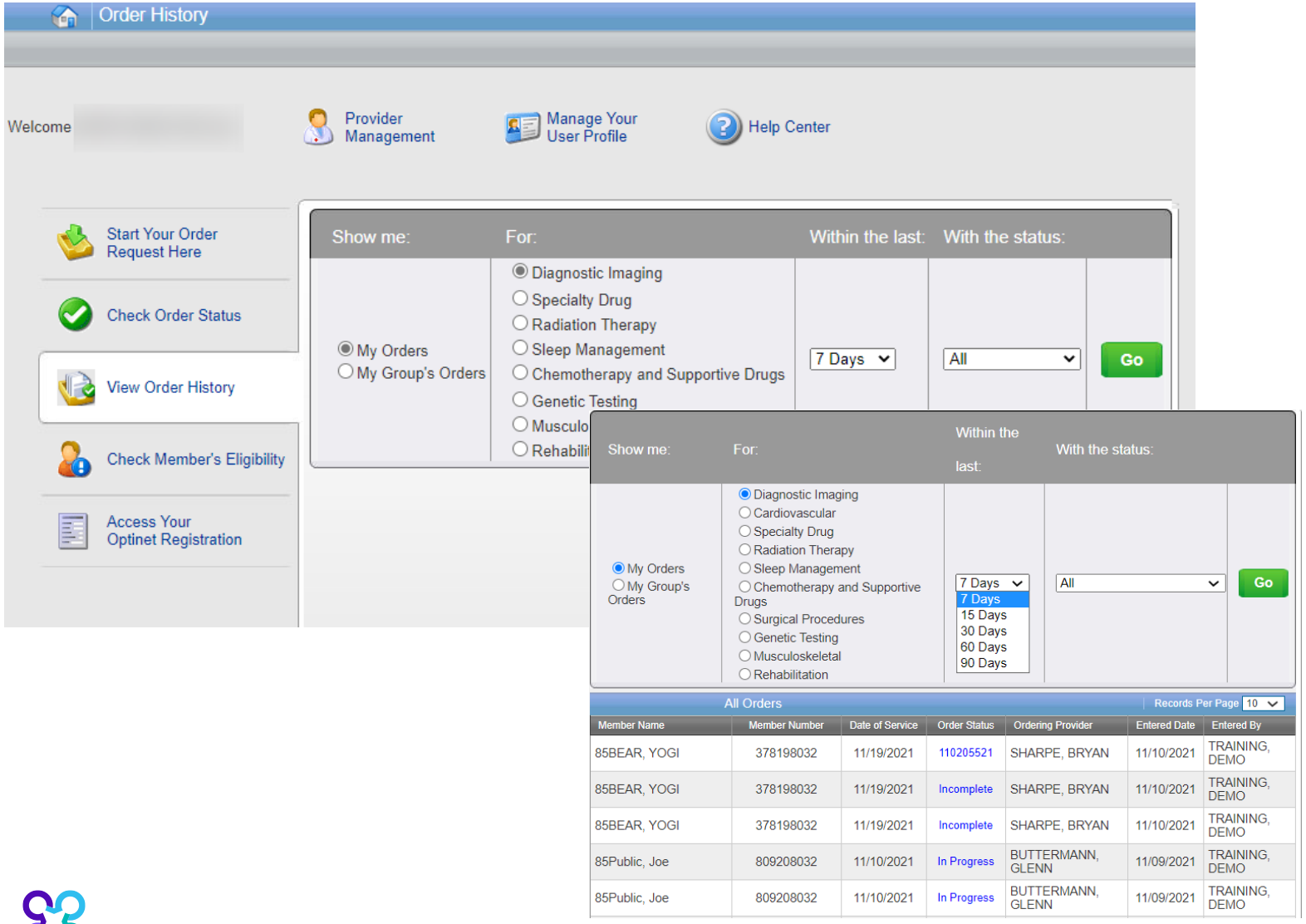


Order Information

Order Information displayed included on the order/preauthorization:

- Request Status
- Valid Dates
- Requested exams shows a request status and reason for the requested item outcome

View order history



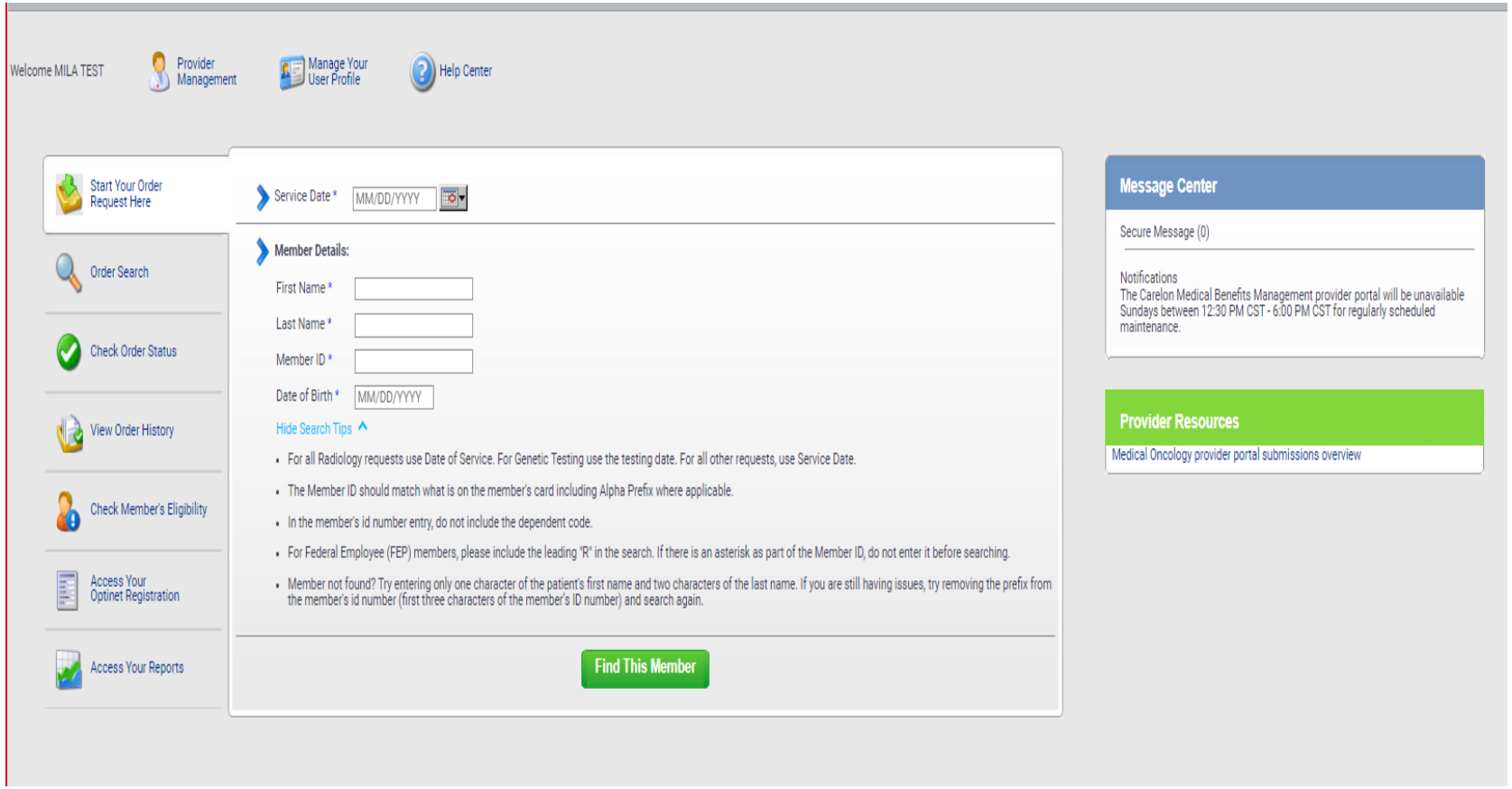
View Order History provides access to orders that have been entered in the past 90 days.

Select the desired timeframe from the **Within the last** X days.

Select from **With the Status**, the type of orders you wish to view, e.g., in progress or incomplete orders.

Press the "**Go**" button.

Provider management

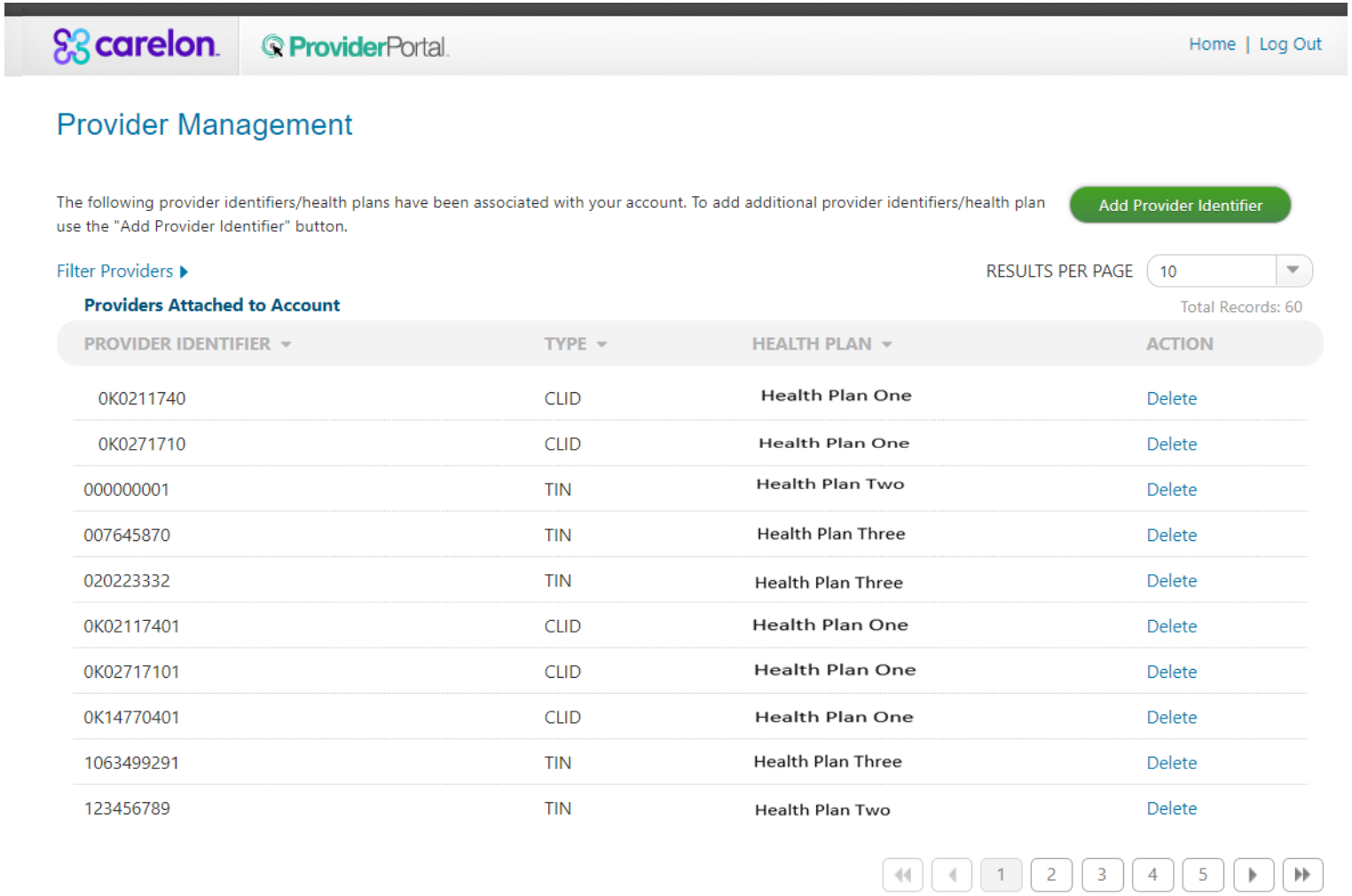


To create a more customized and easier experience, Carelon provider portal has integrated a service called "**Provider Management**".

This will allow you to add your provider groups as favorites and make the provider selection process much easier.

From the **Main Home page**, select "**Provider Management**".

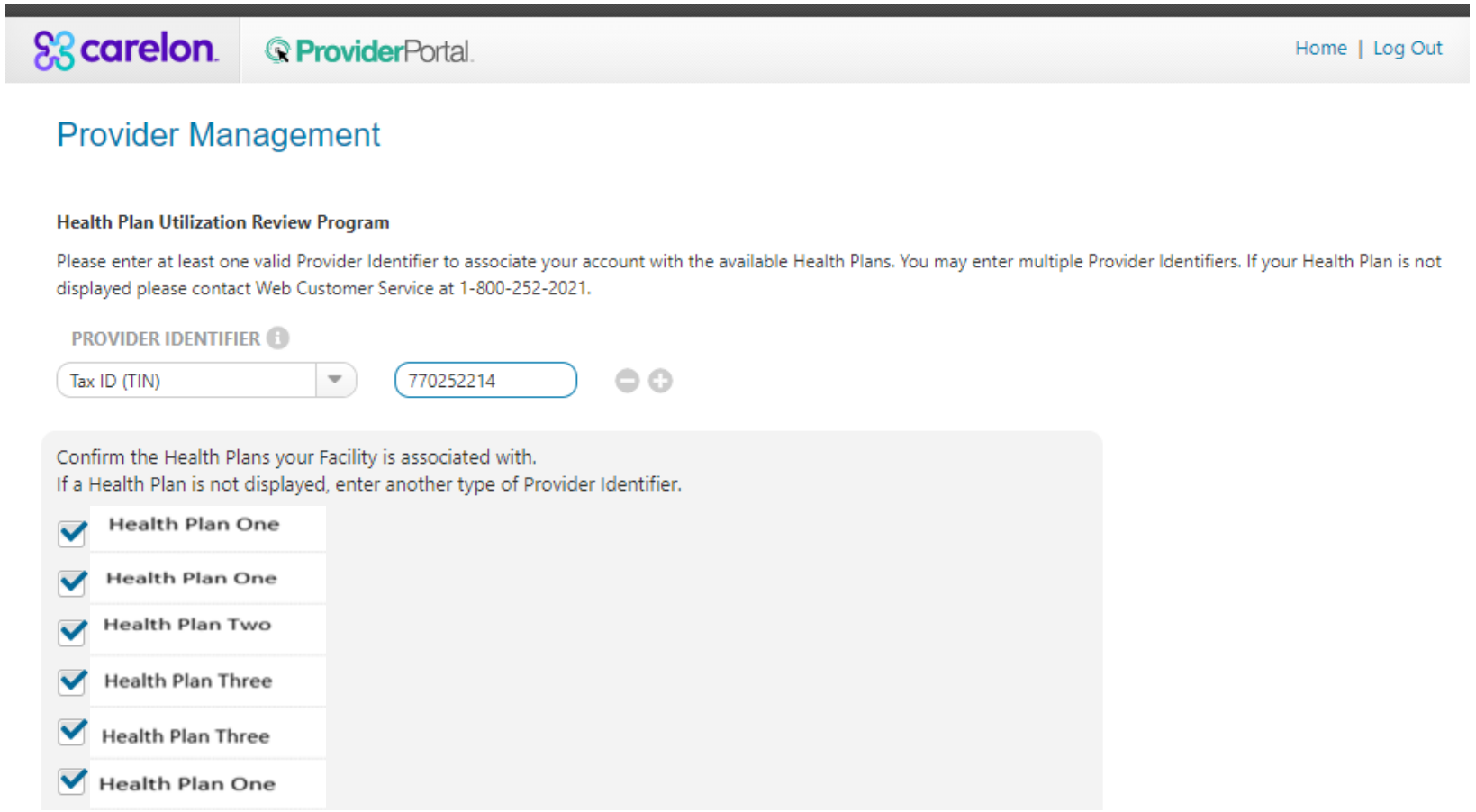
Provider management



Within Provider Management, you can associate providers to your account.

To add providers, select "**Add Provider Identifier**"

Provider management

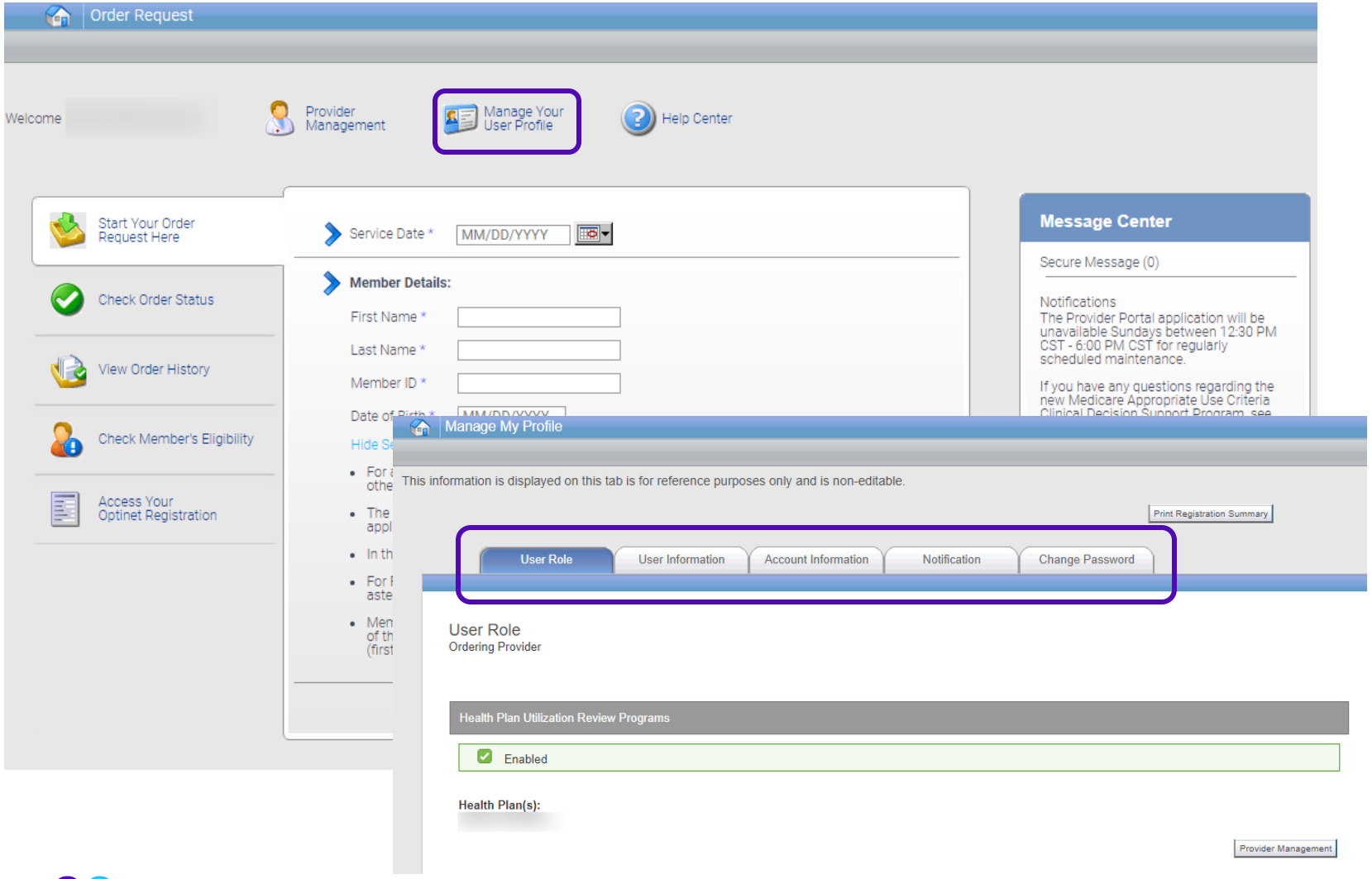


To add providers to your account, select the appropriate provider identifier from the drop-down list and enter the identifier value into the text box

E.g., input the Tax ID value if you selected Tax ID as the provider identifier.

Select which health plans this provider recorded is associated to and click “**Save**”

Manage your user profile



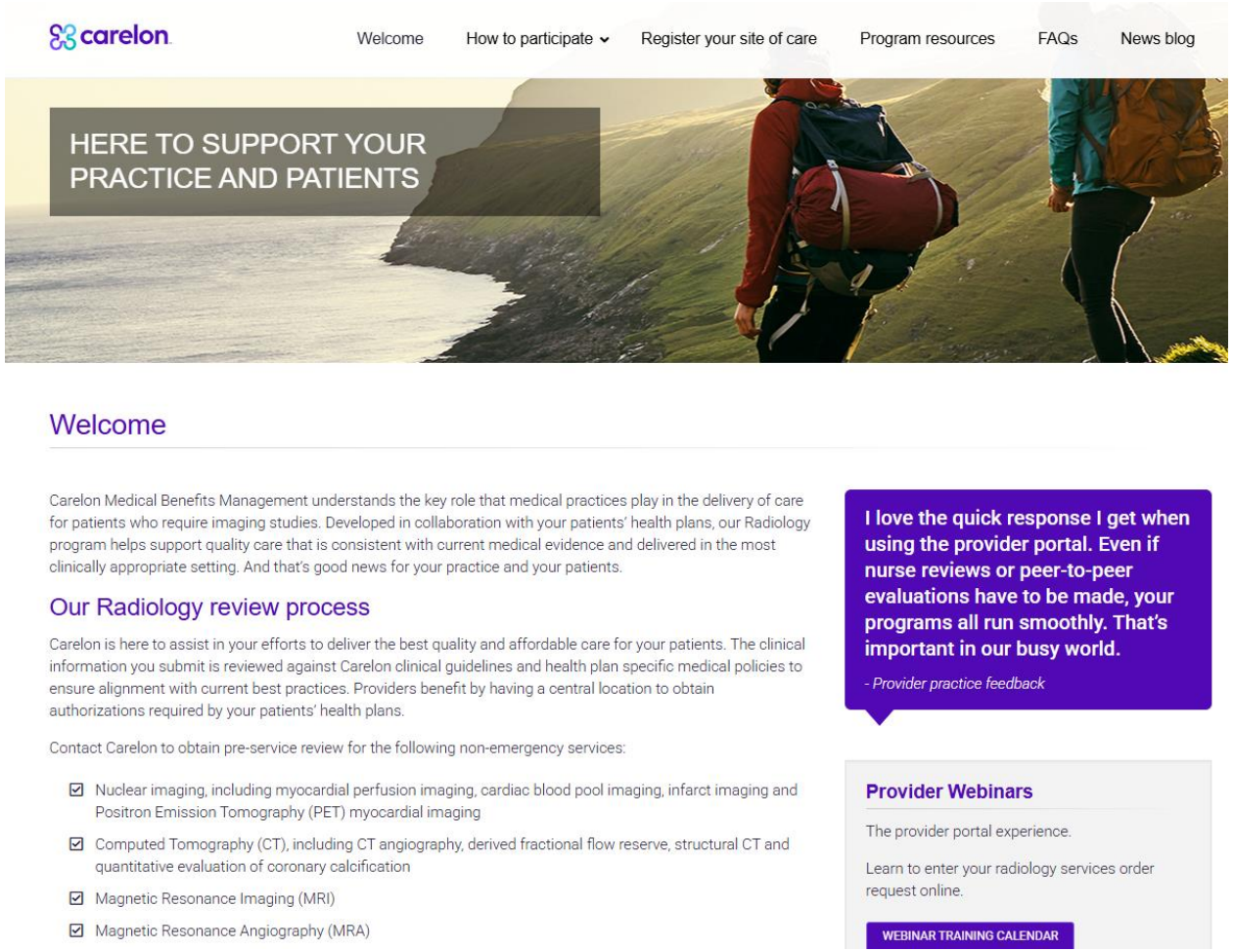
Within **Manage Your User Profile,** you have access to:

1. Provider Management
2. Update your user information such as address, phone, fax, and email information
3. Security Account Questions and Answers
4. Notification Preferences
5. Change your password

Appendix



Provider microsite



Providers can visit the Microsite for:

- Register on the Carelon provider portal
- Clinical Guidelines
- Order Request Checklists

https://providers.carelonmedicalbenefitsmanagement.com/radiology/

Order request checklist

Gather necessary information prior to logging into the Carelon provider portal



Demographics

- Member name, member ID, and date of birth
- Ordering provider name and NPI
- Rendering facility name, TIN, and location



Clinical

- Date of Procedure
- Procedure name and procedure code(s)
- Diagnosis code
- Medical history and physician exam
- Related imaging and lab results
- Current medications

Questions?

Radiology Program provider website:
https://providers.carelonmedicalbenefitsmanagement.com/radiology/

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