



PROVIDER ALERT

Carelon PBHS Provider Manual Version 5 Released

August 21, 2026

Target Audience: All Behavioral Health Providers

Carelon is pleased to announce that the [Maryland Public Behavioral Health System \(PBHS\) Provider Manual](#) version 5 has been released.

This revision was made in collaboration with the Maryland Department of Health (MDH). We encourage all PBHS behavioral health providers to review the updated chapters and sections relevant to their services.

Key highlights and updated sections are noted below:

Chapter 1 – Introduction

- Key contact information
- Provider responsibilities

Chapter 3 – Provider Resources

- Provider Digital Front Door
- Participant eligibility
- Provider communications and website

Chapter 4 – Benefits for the Uninsured or Underinsured

- Registration

Chapter 5 – Authorizations

- Retroactive reviews
- Tips and support materials

Chapter 6 – Medical Necessity Criteria and Program Descriptions Requirements for:

- Mental Health Inpatient Hospital Psychiatric Services - PT-06 Special Acute Psychiatric Hospital (IMD)
- Mental Health Inpatient Hospital Psychiatric Services - PT-07 Special Chronic Psychiatric Hospital (IMD)
- Psychiatric Rehabilitation Program (PRP)
- Behavioral Health Homes Program
- Respite Care (RC)
- 1915(i) Intensive Behavioral Health Services for Children, Youth, and Families
- Targeted Case Management (TCM)
- Therapeutic Behavioral Services (TBS)
- Residential Treatment Center (RTC)
- Mobile Crisis Team (MCT)
- Gambling Intensive Outpatient Program (IOP)
- Gambling SUD Residential Program



- Opioid Treatment Program (OTP)
- Outpatient Mental Health
- SUD Outpatient Program (ASAM 1.0)
- Residential Treatment Center (RTC)
- Residential Crisis Services

Chapter 7 – Telehealth (NEW)

- Created chapter dedicated to Telehealth

Chapter 8 – Services for Participants Who are Deaf or Hard of Hearing

- Removed references to Telehealth (placed in Chapter 7)
- Updated language

Chapter 11 – Compliance and Provider Audits

- Removed references to recoupments/offsets, which are now in a new Provider Payments & Financial Information (Chapter 17)

Chapter 12 – Claims Appeals

- Modified references regarding appeals to align with the PBHS procedures

Chapter 15 – Pharmacy and Transportation

- Added the transportation brochure and Emergency Petition Guide

Chapter 16 – Claims and Billing Procedures (EXPANDED)

- Incorporated Billing Appendix information

Chapter 17 – Provider Payments and Financial Information (NEW)

- Providers clarification regarding PSVs
- Incorporated recoupments/offsets processes and Billing Appendix information

Chapter 19 – Manual Updates / Revision history

The updated Provider Manual also:

- **Supersedes the Maryland Billing Appendix**, which has been removed from the Carelon website and should no longer be utilized.
- **Creates the [Emergency Petition Guide](#)** as a standalone document rather than part of the Billing Appendix.
- **Includes the new [EOP Denial List with CARC/RARC Codes](#)**. This resource is also available on the Carelon website under Provider Manuals & Billing Guides.

Please note: Changes regarding the pending provider enrollment portal transition from ePREP to MPRIME will be forthcoming. Please refer to the latest [transmittals](#) and the [Maryland Department of Health website](#) for the most current information regarding provider enrollment processes.

Thank you,

The Carelon Maryland Team