



## PROVIDER ALERT

**Scheduled System Downtime – January 4, 2025**

**December 31, 2024**

**Target Audience: All Behavioral Health Providers**

[ProviderConnect](#) is expected to be unavailable from 11 p.m. on Saturday, January 4, 2025 until 8 a.m., EST, on Sunday, January 5, 2025, while system maintenance is completed.

If you have questions about the information contained in this alert, please contact Carelon customer service at [provider.relations.MD@carelon.com](mailto:provider.relations.MD@carelon.com). Beginning January 1, 2025, you may also contact Carelon customer service by phone at 1-800-888-1965.

Thank you,

Carelon Team