

The Anthem logo, featuring the word "Anthem." in a blue serif font followed by a blue cross icon with a white globe inside it.

Anthem. 



An overview of the resources found on
[anthem.com/ca](https://www.anthem.com/ca)

AGENDA



- Provider Resources
 - Forms & Guides
 - Policies, Guidelines & Manuals
 - Pharmacy
 - Provider Maintenance Form
 - Behavioral Health
 - Find Care
 - Sample ID Card
 - Availability
- Claims & Patient Care
- Communications
 - News
 - Education and Training
- Provider Overview
- Important Announcements
 - Training Opportunities
 - Vaccine Resources
 - Stay Up to Date With Provider News

anthem.com/ca > For Providers

The screenshot shows the Anthem website interface. At the top, there is a navigation bar with the following items: 'For Employers', 'For Producers', 'For Providers', and 'COVID-19 Info'. The 'For Providers' item is highlighted with a blue background and a white arrow pointing to a callout box. To the right of the navigation bar are 'Search' and 'Español' options. Below the navigation bar is the Anthem logo and several menu items: 'Insurance Plans', 'Member Support', and 'Health & Wellness Resources'. There are also 'Find Care' and 'Log In' buttons. A notification banner at the top reads: 'Learn how Anthem is providing help for members impacted by the California wildfires.' The main content area features a large image of a smiling man with a white dog. The text on the page includes: 'Welcome, New Members', 'Thank you for choosing an Anthem health plan for 2022.', and 'Activate your secure online account today to access your digital ID card, find a doctor in your plan, review claims and payments, chat with an agent, and more!'. A 'Register Now' button is prominently displayed. At the bottom, there are three promotional tiles: 1) 'Download the Sydney Health app for 24/7 access to your benefits and claims information, ID cards, virtual doctor visits, and more.' 2) 'Already enrolled in a Medicare plan and want to know more about your member benefits? Learn what your plan offers and how to use the benefits to your advantage.' 3) 'Stay current with your vaccinations whether flu, shingles, or COVID-19. Most are available at pharmacies in your network.'

For Employers ▾ For Producers ▾ **For Providers ▾** COVID-19 Info Search Español

Anthem Insurance Plans ▾ Member Support ▾ Health & Wellness Resources ▾ Find Care Log In

Learn how Anthem is providing help for members impacted by the California wildfires. X

Welcome, New Members

Thank you for choosing an Anthem health plan for 2022.

Activate your secure online account today to access your digital ID card, find a doctor in your plan, review claims and payments, chat with an agent, and more!

[Register Now](#)

Download the Sydney Health app for 24/7 access to your benefits and claims information, ID cards, virtual doctor visits, and more.

Already enrolled in a Medicare plan and want to know more about your member benefits? Learn what your plan offers and how to use the benefits to your advantage.

Stay current with your vaccinations whether flu, shingles, or COVID-19. Most are available at pharmacies in your network.

Provider Resources

- Forms & Guides
- Policies, Guidelines & Manuals
- Provider Maintenance
- Pharmacy
- Behavioral Health
- Dental
- Find Care
- Availity



anthem.com/ca > For Providers > Select an Option

The screenshot shows the Anthem.com/ca website for providers. The navigation bar includes links for 'For Employers', 'For Producers', 'For Providers', and 'COVID-19 Info'. A search bar and 'Español' link are also present. The main content area is organized into three columns: 'Provider Resources', 'Claims', and 'Communications'. The 'Provider Resources' column lists items like 'Forms & Guides', 'Policies, Guidelines & Manuals', 'Provider Maintenance', 'Pharmacy', 'Behavioral Health', 'Dental', 'Find Care', and 'Availity'. The 'Claims' column lists 'Claims Submission', 'Electronic Data Interchange (EDI)', 'Prior Authorization', and 'Patient Care'. The 'Communications' column lists 'News', 'Education & Training', 'Contact Us', and 'Join Our Network'. The 'Patient Care' and 'Join Our Network' sections are further detailed with sub-items like 'Enhanced Personal Healthcare', 'Medicare Advantage', 'Getting Started With Anthem', 'Credentialing', and 'Employee Assistance Program (EAP)'. A callout box points to these sub-items, stating: 'A variety of resources are located under each of these headers.' At the bottom, there is a link to 'Go To Providers Overview'.

Provider Resources	Claims	Communications
Forms & Guides	Claims Submission	News
Policies, Guidelines & Manuals	Electronic Data Interchange (EDI)	Education & Training
Provider Maintenance	Prior Authorization	Contact Us
Pharmacy	Patient Care	Join Our Network
Behavioral Health	Enhanced Personal Healthcare	Getting Started With Anthem
Dental	Medicare Advantage	Credentialing
Find Care		Employee Assistance Program (EAP)
Availity		

Go To Providers Overview

The Provider's landing page has a multitude of resources to help health care professionals do what they do best - care for our members.

Provider Resources

Forms & Guides

Policies, Guidelines & Manuals

Provider Maintenance

Pharmacy

Behavioral Health

Dental

Find Care

Availity

- **Forms and Guides** - Easily find and download forms and guides with the information you need to support both patients and your staff.
- **Policies, Guidelines & Manuals** - Assessing coverage options, guidelines for clinical utilization management, practice medical policies, the provider manual.
- **Provider Maintenance** - Submit changes or additions to your information.
- **Pharmacy** - Pharmacy information for providers.
- **Behavioral Health** - Various Behavioral Health Provider Resources.
- **Dental** - Access online dental claims, eligibility, and benefits via Availity Essentials.
- **Vaccination Resources** - Learn how to protect yourself and our members from falling victim to vaccine-preventable diseases.
- **Find Care** - Find Care and view personalized search results based on members plans and benefits.
- **Availity** - Use the secure Availity Portal during patient check-in, checkout or billing, or whenever you might benefit from easy access to health plan information.


anthem.com/ca > Providers > Provider Forms & Guides

The screenshot shows the Anthem website's 'Provider Forms & Guides' page. At the top, there is a navigation bar with the Anthem logo, a 'Find Care' button, a search bar for 'Search Anthem.com', and a 'Log In' button. Below the navigation bar, there are links for 'Individual & Family', 'Medicare', 'Medicaid', 'Employers', 'Producers', 'Providers', and 'COVID-19 Info'. The main heading is 'Provider Forms & Guides'. A sub-heading reads: 'At Anthem, we're committed to providing you with the tools you need to deliver quality care to our members. On this page you can easily find and download forms and guides with the information you need to support both patients and your staff.' Below this, there are three tabs: 'All Forms & Guides' (which is selected), 'Forms', and 'Guides'. Under the 'All Forms & Guides' tab, there is a 'Category' dropdown menu set to 'Show All' and a 'Sort By' dropdown menu set to 'A to Z'. The 'Category' dropdown is open, showing options: 'Show All', 'Administrative Policies', 'Affordable Care Act', and '2021 FEP Precertification Requirements'. To the right of the dropdowns, there is a pagination control with buttons for '1', '2', '3', '4', '5', and a right arrow, with the text 'Documents 1 - 10 / 130' below it. At the bottom of the page, there are links for '2021 FEP Precertification Requirements', 'Prior Authorizations', 'Access Online Remittance Advices via the Availity Web Portal', and 'Digital Tools'.

- **All Forms & Guides** - Find both forms and guides under this section.
- **Forms** - Find forms under this section.
- **Guides** - Find Guides under this section.

Each section allows you to narrow your search by selecting a Category or searching in alphabetical order.

anthem.com/ca > Providers > Policies, Guidelines & Manuals

Anthem  [Find Care](#) | Search Anthem.com

Individual & Family Medicare Medicaid Employers Producers Providers COVID-19 Info [Log In](#)


Policies, Guidelines & Manuals

We're committed to supporting you in providing quality care and services to the members in our network. Here you will find information for assessing coverage options, guidelines for clinical utilization management, practice policies, the provider manual and support for delivering benefits to our members.

Medical Policies & Clinical UM Guidelines


Medical policies address the medical need for new services or procedures and new applications of existing services or procedures. Clinical utilization management (UM) guidelines focus on selection criteria, length of stay, and location for generally accepted technologies or services.

[View Medical Policies & Clinical UM Guidelines](#)




Provider Manual

Anthem's Provider Manual provides information about key administrative areas, including policies, programs, quality standards and appeals. [Download the Manual >](#)



Reimbursement Policies

Our reimbursement policies are available to promote a better understanding of the claims editing logic that may impact payment. [Access policies >](#)



Clinical Practice Guidelines

This index compiles guidelines published by third-parties and recognized by Anthem for the diagnosis and treatment of specific clinical circumstances. [Download the index >](#)

View Medical Policies & Clinical UM Guidelines

- **Provider Manual** - Support for delivering benefits to our members.
- **Reimbursement Policies** - Policies for claim processing and claim edits.
- **Clinical Practice Guidelines** - Assessing coverage options, guidelines for clinical utilization management.

anthem.com/ca > Providers > Pharmacy

Videos - Videos to offer you best practices for helping your patients remain adherent to their medication therapies and educate them on the role that statins play

Prescription Drug Plan -

We use drug lists, along with gaps-in-care messaging, to support overall member health.

Prior Auth. Process -

This process allows for the request and approval of these medications.

Pharmacy Information for Providers

We look at our members holistically, offering coordinated medical and pharmacy benefits to help close gaps in care and improve members' overall health. Our goal is to help improve your patients' health outcomes by combining medical, pharmacy and lab data ensuring coordination of our people, programs and knowledge.

Featured Videos

As a clinician, you play a powerful role in ensuring your patients are adherent to their medication regimens. Motivating your patients to adhere to their medication can contribute to improved outcomes and increased STARS performance. We created these videos to offer you best practices for helping your patients remain adherent to their medication therapies and educate them on the role that statins play.

Video Medication Adherence Video

Best practices

Prescription Drug Plan

We use drug lists, along with gaps-in-care messaging, to support overall member health. We look at how drugs work in the real lives of our members, then use our medical and pharmacy data and analyze claims analysis to make sure the medications really work.

But that's just the beginning.

Improving the Health of Our Members

We encourage medications that improve patient health. We see how drugs work in our members' real lives and help them make good health care choices.

Reducing Total Health Care Costs

Cost-of-care and clinical programs focus on total costs, and we encourage medications that help to reduce these total costs. Both medical and pharmacy costs are our responsibility.

Ensuring Coordination of Care

Medical and pharmacy strategies complement each other: they're based on the same goals, policies and algorithms. We engage members and you, their doctors.

Simplifying the Member Experience

Our medical and pharmacy experts work collaboratively. Members have one vendor, one contact, and one ID card. Clients have one vendor, one contact, one contract, one eligibility feed, and one invoice.

Prior Authorization Process

Some drugs, and certain quantities of some drugs, require an approval before they are eligible for coverage. The Prior Authorization process allows for the request and approval of these medications.

Online Requests

Online Prior Authorization Requests

Our electronic prior authorization (ePA) process is the preferred method for submitting pharmacy prior authorization requests. Medical Prior Authorization requests can be submitted through CoverMyMeds. Creating an account is free, easy and helps patients get their medications sooner. You can complete the process through your current electronic health record/electronic medical record (EHR/EMR) system or by using one of these ePA sites:

[Log in to SunscriptRx >](#)
[Log in to CoverMyMeds >](#)

Member and Physician Engagement -

includes but not limited to Medication Review, MyHealth Note - allows Anthem to send generic and therapeutic equivalent messages with member-specific cost savings, and Controlled Substance Utilization Review.

Member and Physician Engagement

We drive compliance to improve health and reduce costs. By using targeted, concise communication, we help members make good health care choices and improve health outcomes. Members don't receive multiple letters focused on individual clinical and cost-of-care programs. Gaps-in-care messaging for our clinical and cost-of-care programs is included in one communication. And to help ensure coordination of care and compliance, physicians also receive a consolidated communication with similar messages.

Medication Review

How do you identify a gap in care, the member receives a personalized Medication Review, which contains information

Drug List Management

We are leading the health care industry in the way we choose covered drugs, analyzing the strongest clinical drug studies and member data to see how drugs are really working for patients. We believe the right drugs to cover are the ones that do the best job for our members and reduce the total cost of care.

[Review our Commercial Drug Lists >](#)

Pharmacy & Therapeutics Committee

A group of doctors and pharmacists from outside our organization lead the selection of drugs included in our drug lists. This group performs regular clinical reviews, rates drugs based on how they work in real life, evaluates drug costs to make sure they are affordable, and chooses drugs that are safe, work well and offer the best value.

What if a medication is not on the Drug List?

Our drug lists allow members and their doctors to choose from a wide variety of prescription drugs. Members should talk with their doctor about prescribing a drug that is on the drug list. If a medication is selected that is not on the drug list, the member will be responsible for the full cost of the drug.

Additional Resources

Specialty Pharmacy Network Lists
Specialty drugs may need to be filled at in-network specialty pharmacies to be covered under pharmacy or medical benefits. [>](#)

Homophilia Drug Therapy Network List
Homophilia (H) Specialty and Homophilia Treatment Centers provide care settings for members requiring vector treatment. [>](#)

Ready to become a provider in the Anthem network?
We look forward to working with you to provide quality service for our members. [Apply Application](#)

Payments for services from a non-participating provider are generally sent to the member, except where federal or state mandates apply, or negotiated agreements are in place.

Review our Commercial Drug List

Drug List Management -

Videos to offer you best practices for helping your patients remain adherent to their medication therapies and educate them on the role that statins play.

anthem.com/ca > Providers > Provider Maintenance Form

The screenshot shows the Anthem website's Provider Maintenance Form page. At the top, there is a navigation bar with the Anthem logo, a search bar, and a 'Log In' button. Below the navigation bar, the page title 'Provider Maintenance Form' is displayed. The main content area includes a thank-you message, two columns of text describing the form's purpose for existing and new providers, and two buttons: 'Provider Maintenance Form >' and 'Begin Application >'. Below this is a section titled 'Tips for Individuals and Organizations' with two columns of bullet points detailing change options for individuals and organizations. A note at the bottom states that change options vary by state and that address changes must be made in the 'Organization' tab. The page also features a section for 'Ancillary Providers' with contact information for American Specialty Health and Vision Service Plan.

Provider Maintenance Form

Thank you for being a part of the Anthem network of health care professionals! Use the Provider Maintenance Form (PMF) to submit changes or additions to your information. If you are unsure which form to complete, please reach out to your Provider Contract Specialist for assistance.

If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice:

[Provider Maintenance Form >](#)

If you are an existing contracted group and wish to add a provider, or if you are a non-contracted provider and would like to join Anthem's network:

[Begin Application >](#)

Tips for Individuals and Organizations

Select **'Individual'** if you wish to make a change for a single practitioner. Examples of changes include, but are not limited to:

- specialty,
- areas of expertise,
- specific days or hours of operation at a location,
- languages spoken by the practitioner,
- federal tax identifier,
- address (add or terminate an address location where the practitioner can see Anthem members), etc.

Select **'Organization'** if you wish to make a change for an entire location. Examples of changes include, but are not limited to:

- remittance/payment address for a group,
- new address location for all providers in a group,
- remove a provider from a group or single location,
- days and hours of operation for a location, etc.

Note: Change options vary by state. Remittance Address changes must be made in the 'Organization' tab.

Ancillary Providers

ASH (chiropractic and acupuncture) and VSP (vision) providers should contact these organizations directly to make demographic changes.

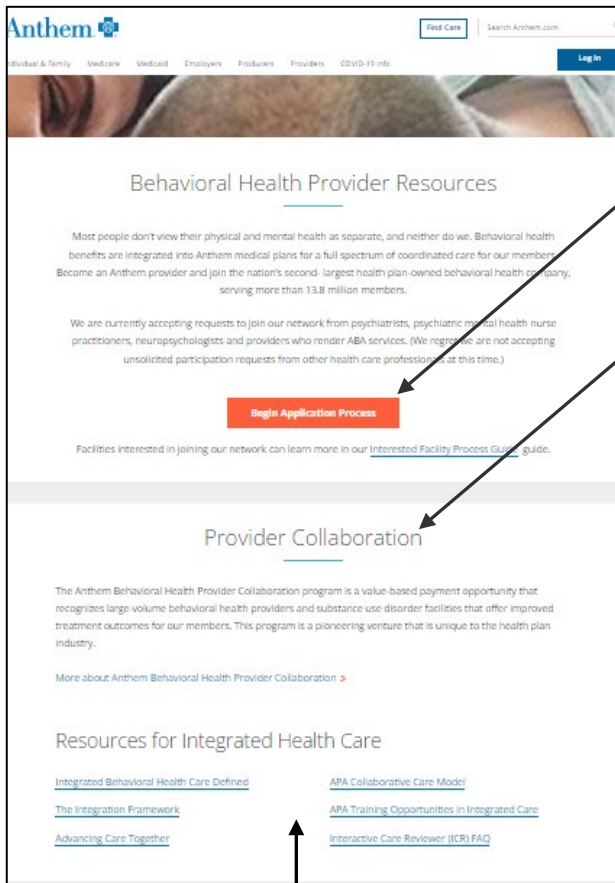
American Specialty Health
1-800-972-4226
[Visit ASHLink >](#)

Vision Service Plan
1-800-877-7195
[Visit VSP Global >](#)

Use the Provider Maintenance Form (PMF) to submit changes - additions or deletions to your practice information.

- **Provider Maintenance Form** - For existing contracted group that wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice.
- **Begin Application** - For existing contracted group that wish to add a provider, or if you are a non-contracted provider and would like to join Anthem's network.
- **Tips** - Important information to aid you in completing the **Provider Maintenance Form**.
- **Ancillary Providers** - ASH (chiropractic and acupuncture) and VSP (vision) providers contact information.

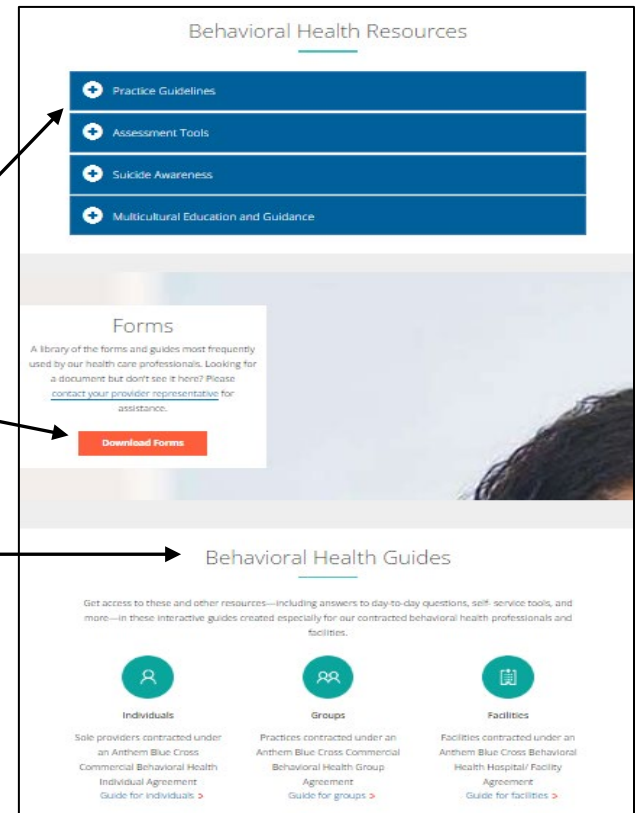
anthem.com/ca > Providers > Behavioral Health



- View the Integrated Health care and Behavioral Health Resources

The Behavioral Health page offers a variety of resources for our Behavioral Health Providers.

- Behavioral Health providers can apply to join our network.
- Learn about Anthem's Behavioral Health Provider Collaboration Program.
- View Behavioral Health Resources.
- Forms and guides most frequently used by our health care professionals.
- Self-service tools, and interactive guides created especially for our contracted behavioral health professionals and facilities.



anthem.com/ca > Menu > Find Care

The screenshot shows the Anthem website's 'Find Care' page. At the top left is the Anthem logo. To its right is a search bar with the text 'Search Anthem.com' and a magnifying glass icon. Below the search bar is a navigation menu with links for 'Individual & Family', 'Medicare', 'Medicaid', 'Employers', 'Producers', 'Providers', and 'COVID-19 Info'. On the right side of the navigation menu are 'Log In' and 'Español' buttons. A 'Find Care' button is highlighted with a callout box. Below the navigation menu is a large blue banner with the text 'Find Care' and a callout box explaining the tool's purpose. The main content area is divided into two columns. The left column features a 'Log in for Personalized Search' section with a callout box explaining the benefits of logging in and a 'Log In to Find Care' button. The right column features a 'Use Member ID for Basic Search' section with a callout box explaining the search criteria. At the bottom left, there is a 'Select a plan for basic search' section with a callout box explaining the search criteria.

Find Care

Search Anthem.com

Log In Español

Individual & Family Medicare Medicaid Employers Producers Providers COVID-19 Info

Find Care

Choose from quality doctors and hospitals that are part of your plan with our **Find Care** tool.

Log into your account to find doctors, hospitals and more in your plans network.

Log in for Personalized Search

Find doctors, hospitals, and more in your plan's network. Get detailed estimates for procedures or services (not available with some plans). If you don't have an account, [register now](#).

Log In to Find Care

Use Member ID for Basic Search

Find doctors, hospitals and more near you.

Search your medical plan without logging in. ⓘ

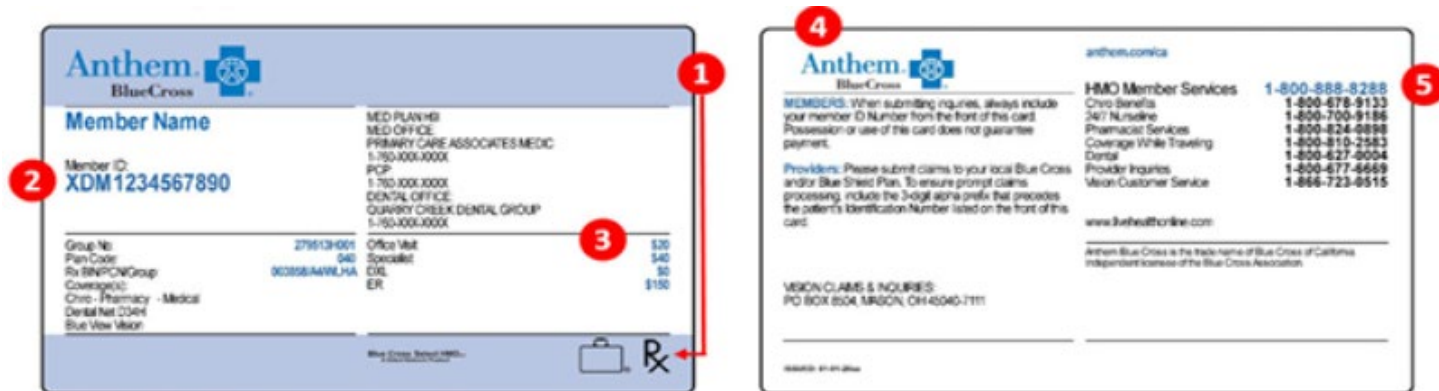
ID number or prefix (first three letters or n... Search

Use members 3 - character prefix for a basic search.

Select a plan for basic search

Find out if a doctor, hospital, or other care provider is in-network for the plan selected.

anthem.com/ca > Menu > Sample ID Card



Sample only; data on card will vary depending upon group and benefits purchased.

ID CARD – FRONT

1. Focused attention on key information with use of blue bars
2. Member ID, with 3-character prefix, highlighted in blue for emphasis
3. Cost share information is highlighted in blue for greater readability

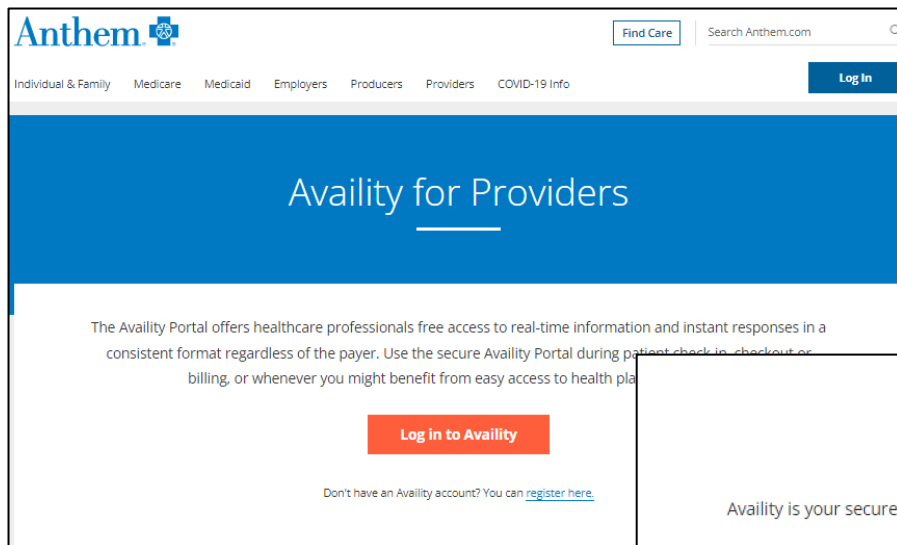
ID CARD – BACK

1. Use of color to promote brand
2. Primary customer service number is highlighted for improved readability

TIPS

- Ask members for their current member ID card.
- Suitcase on ID card indicates members product type.
- Most ID numbers are no longer SSNs; the ID number begins with the three-character prefix followed by a combination of 6-14 letters/numbers.
- Check eligibility or benefits electronically on the Availity Web Portal at www.availity.com, or Call BlueCard Eligibility line 1.800.676.BLUE (2583).
- Verify the member's cost sharing information before processing member's responsibility.

anthem.com/ca > Providers > Availity for Providers



The Availity website offers healthcare professionals free access to real-time information and instant responses in a consistent format regardless of the payer.

You may know Availity as a secure website portal or claims clearinghouse, but they are much more...

Digital Tools and Resources

Availity is your secure, one-stop, self-service website to:

- ✔ Get current patient insurance coverage information, including eligibility and benefits
- ✔ Submit medical claims online
- ✔ Monitor the status of claims submissions
- ✔ View remittance advices
- ✔ Prescreen or review clinical information along with documented source information for approximately two million claim edits using Clear Claim Connection
- ✔ Use Patient360 to view health and treatment history
- ✔ Submit authorizations for medical or behavioral health inpatient or outpatient services
- ✔ Inquire about a previously-submitted medical or behavioral health authorization request
- ✔ Access proprietary reports
- ✔ Find important policy information and commonly used forms, as well as presentations and reference guides on using self-service tools

Available tools will vary depending on your state and/or line of business. Ask your network relations representative for details.

Claims

- Claims Submission
- Electronic Data Interchange (EDI)
- Prior Authorization

Patient Care

- Enhanced Personal Health Care
- Medicare Advantage



anthem.com/ca > Providers > Claims & Patient Care

Claims

Claims Submission

Electronic Data Interchange (EDI)

Prior Authorization

Patient Care

Enhanced Personal Healthcare

Medicare Advantage

Claims

- **Claims Submission** - Submit and check status of claims via Availity.
- **Electronic Data Interchange (EDI)** - Availity serves as our Electronic Data Interchange (EDI) partner for all electronic data and transactions:
 - **HIPAA** complaint transactions
 - **270/271** Eligibility Verifications
 - **275/276** Claim Status (batch and real-time)
 - **837P and 837I** Claim Submission
 - **835** Remittance Advice (ERA)
 - **Electric Funds Transfer** (EFT)
- **Provider Authorization** - Resources for Anthem's prior authorization process. Federal Employee Program (FEP), and Interactive Care Reviewer (ICR).
- **Provider Appeals** - Billing disputes external review process.

Patient Care

- **Enhanced Personal Health Care** - Patient-centered, value-based care program.
- **Medicare Advantage** - Information about our plans and member benefits, news and updates, training materials, guides and other helpful resources.

Communications

- News
- Educations & Training
- Contact Us

Join Our Network

- Getting Started with Anthem
- Credentialing
- Employee Assistance Program (EAP)



anthem.com/ca > **Providers** > **Communications & Join Our Network**

Communications

[News](#)

[Education & Training](#)

[Contact Us](#)

Join Our Network

[Getting Started With Anthem](#)

[Credentialing](#)

[Employee Assistance Program \(EAP\)](#)

Communications

- **News** - Read about Anthem Blue Cross policies and processes, updates to clinical guidelines and other issues affecting your practice and patients.
- **Education and Training** - Access tools and complimentary trainings to stay current on changes and updates at Anthem.
- **Contact Us** - Tools to aid in contacting Anthem's various departments.

Join Our Network

- **Getting Started With Anthem** - Begin the easy online application process to join Anthem.
- **Credentialing** - This secure and private portal reduces the amount of paperwork you need to fill out to complete the credentialing process.
- **Employee Assistance Program (EAP)** - Quick and easy access to confidential counseling and referral services to help employees and their household members deal with daily work and life challenges.

anthem.com/ca > **For Providers** > **Provider News**
<https://providernews.anthem.com/california>

Stay Up to Date With Provider News



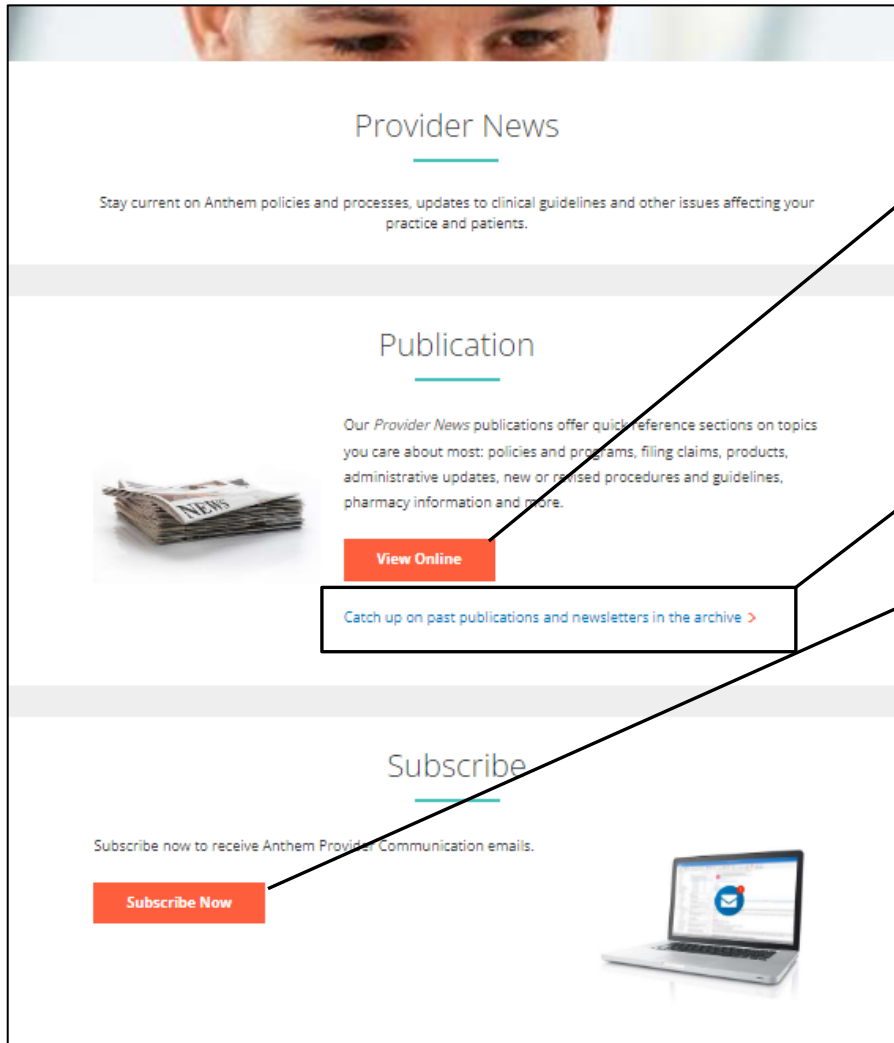
Keep current with articles on claim filing, products, benefits, administrative updates, new or revised procedures and guidelines, prescription information and more.

[Read the Most Recent Provider News >](#)

Unless Anthem is required to notify the provider in writing, we will post information in the **News** for you to read.

Learn about new claim filing guidelines, benefit changes, administrative updates, prescription information and much more.

anthem.com/ca > Providers > Communications & Join Our Network



• **Provider News** - Stay current on Anthem policies and processes, updates to clinical guidelines that affect your practice and patients.

• **View Online** - Past publications and newsletters

• **Subscribe Now** - Get notified of upcoming Anthem news, only.

anthem.com/ca > For Providers > Provider News

- **Articles by Publication** - Displays the most recent five listings with an option to view additional publications.
- **Articles by Category** - Articles that need extra attention. They are in this area for up to 30 days.
- **Articles by Date** - Search by month and year or a date range.

The screenshot shows the Anthem California Provider News website. The navigation bar includes links for 'Provider Home', 'Subscribe to Email', and 'Archive'. A search bar labeled 'Article Search' is located in the top right. The main content area features a 'Provider Spotlight' section with the title 'Help for members impacted by wildfires in California'. Below this is an 'Articles | Recent' section with a table of recent articles. The table has columns for Title, Publication, Category, and Date. The first article is 'Help for members impacted by wildfires in California', published on August 1, 2022, in the Administrative category. Other articles include updates on outpatient prepay itemized bill review programs, provider directories, and various administrative and digital tool news.

Title	Publication	Category	Date
Help for members impacted by wildfires in California	Help for members impacted by wildfires in California	Administrative	Aug 1, 2022
Update: Outpatient prepay itemized bill review program	August 2022 Anthem Blue Cross Provider News - California	Administrative	Aug 1, 2022
Timely updates help keep our provider directories current	August 2022 Anthem Blue Cross Provider News - California	Administrative	Aug 1, 2022
California Senate Bill 306 Sexually Transmitted Disease Testing	August 2022 Anthem Blue Cross Provider News - California	Administrative	Aug 1, 2022
Reminder: Inpatient/outpatient commercial claim denials	August 2022 Anthem Blue Cross Provider News - California	Administrative	Aug 1, 2022
Performance enhancements to the authorization application on Availity Essentials	August 2022 Anthem Blue Cross Provider News - California	Digital Tools	Aug 1, 2022
Introducing the Provider Learning Hub	August 2022 Anthem Blue Cross Provider News - California	Digital Tools	Aug 1, 2022
Add supporting documents directly to your claims with the new Claims Status Send Attachments feature	August 2022 Anthem Blue Cross Provider News - California	Digital Tools	Aug 1, 2022
Telehealth visits can impact after-	August 2022 Anthem Blue	Behavioral Health	Aug 1,

- **Article Search** - Search for topics when single words or phrases are entered in the "Article Search" box.
- **Provider Spotlight** - Find the most pressing news.

anthem.com/ca > For Providers > Education and Training

The screenshot shows the Anthem website interface for California providers. At the top, there is a navigation bar with the Anthem logo, a search bar, and a 'Find Care' button. Below the navigation bar, there are links for 'Individual & Family', 'Medicare', 'Medicaid', 'Employers', 'Producers', 'Providers', and 'COVID-19 info'. A 'Login' button is also present. A secondary navigation bar includes 'Information for California' and a 'Change State' button. The main content area features a large image of a woman's face. Below the image, the heading 'Provider Education and Training' is displayed. A paragraph of text explains the mission of the Provider Education Team. Below this, a 'We're Here to Help' section provides contact information for training events. At the bottom, a 'Training & Education Offerings' section lists three categories: 'Supplemental Education Materials (SEMs)', 'Resources', and 'Webinars', each with a plus icon.

At Anthem, we are continually developing new ways to work collaboratively with health care professionals like you.

These complimentary programs are also a great way to stay current on changes and updates at Anthem.

- **Supplemental Education Materials (SEMs)** - View, download, save or print our self-service reference tools that offer a complete library of various topics pertinent to Anthem Blue Cross business operations.
- **Resources** - A variety of resources that will provide you with the knowledge to best assist our members.
- **Webinars** - Held throughout the year on a variety of topics. Check regularly for our schedule of webinar.

anthem.com/ca > For Providers > Go To Providers Overview

The screenshot shows the 'For Providers' section of the Anthem website. The navigation bar at the top includes 'For Employers', 'For Producers', 'For Providers', and 'COVID-19 Info'. A search bar and 'Español' link are also present. The main content area is divided into three columns: 'Provider Resources', 'Claims', and 'Communications'. The 'Provider Resources' column lists: Forms & Guides, Policies, Guidelines & Manuals, Provider Maintenance, Pharmacy, Behavioral Health, Dental, Find Care, and Availity. The 'Claims' column lists: Claims Submission, Electronic Data Interchange (EDI), Prior Authorization, Patient Care, Enhanced Personal Healthcare, and Medicare Advantage. The 'Communications' column lists: News, Education & Training, Contact Us, Join Our Network, Getting Started With Anthem, Credentialing, and Employee Assistance Program (EAP). At the bottom left, a button labeled 'Go To Providers Overview' is highlighted with a callout box. Another callout box labeled 'Additional resources' points to the 'Availity' link in the 'Provider Resources' column.

For Employers ▾ For Producers ▾ **For Providers -** COVID-19 Info 🔍 Search Español

Provider Resources

- Forms & Guides
- Policies, Guidelines & Manuals
- Provider Maintenance
- Pharmacy
- Behavioral Health
- Dental
- Find Care
- Availity

Claims

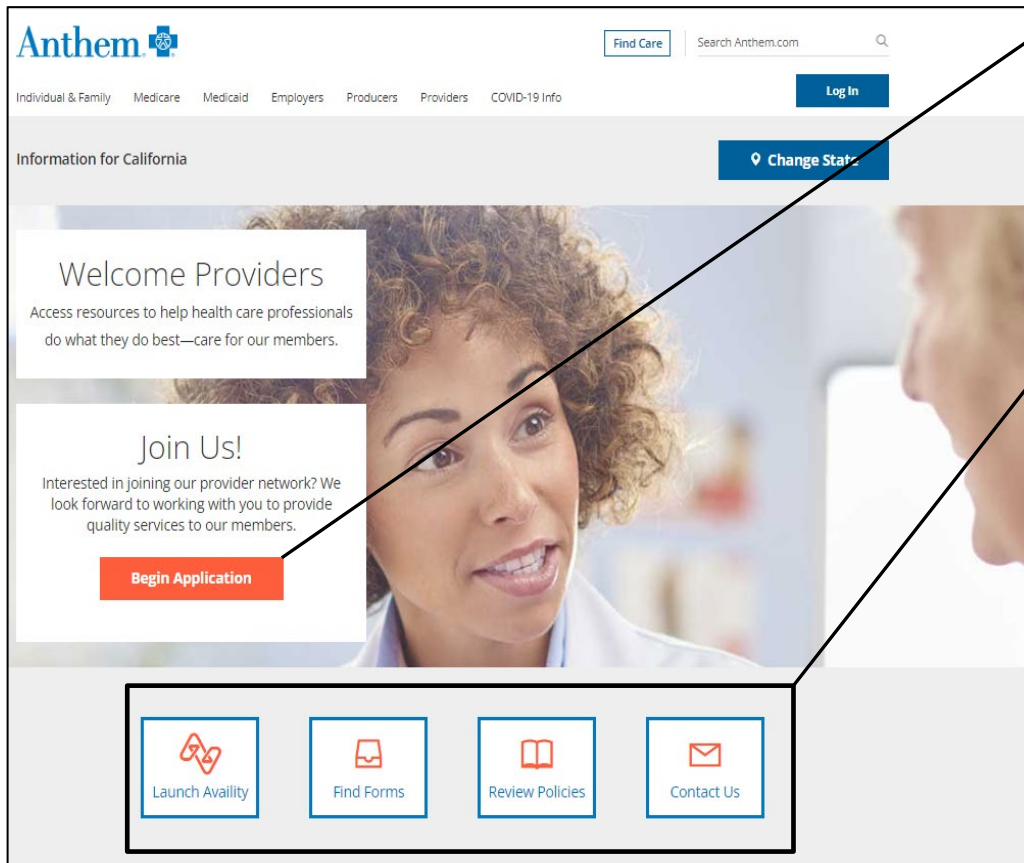
- Claims Submission
- Electronic Data Interchange (EDI)
- Prior Authorization
- Patient Care**
- Enhanced Personal Healthcare
- Medicare Advantage

Communications

- News
- Education & Training
- Contact Us
- Join Our Network**
- Getting Started With Anthem
- Credentialing
- Employee Assistance Program (EAP)

Go To Providers Overview Additional resources

anthem.com/ca > For Providers > Go To Providers Overview



Join Us! - Interested in joining our provider network, select the Begin Application link

Quick Links! - Direct access to key applications & Resources.

- **Launch Avality** - Direct link to Avality.
- **Find Forms** - Direct link to Anthem's forms and guides.
- **Review Policies** - Policies are available to promote a better understanding of the claims editing logic that may impact payment.
- **Contact Us** - Tools to aid in contacting Anthem's various departments.

Important Announcements

- Training Opportunities
- Vaccine Resources
- Stay Up to Date With Provider News



anthem.com/ca > Providers > Important Announcements

Important Announcements

Training opportunities

Use our library of self-paced courses and instructor-led training sessions, available 24/7 at no cost. These learning opportunities will assist you in administering your patient's health plan and provide you with the knowledge to best assist our members.

[Start training](#)

Thank you for being our superhero.


Please take a moment to [view this brief message](#) to our care providers.

Vaccine Resources

Vaccination is important in fighting against infectious diseases. Keep patients healthy and safe by becoming familiar with the tools and strategies useful in protecting yourself and our members against contagious illnesses.

[Vaccine Resources](#)

Stay Up to Date With Provider News



Keep current with articles on claim filing, products, benefits, administrative updates, new or revised procedures and guidelines, prescription information and more.

[Read the Most Recent Provider News >](#)

Check out the **Important Announcements** section for information on various topics and training.

- **Training Opportunities** - Our library of self-paced courses and instructor-led training sessions, available 24/7 at no cost.
- **Vaccine Resources** - Keep patients healthy and safe by becoming familiar with the tools and strategies useful in protecting yourself and our members against contagious illnesses.
- **Stay Up to Date With Provider News** - Keep current with articles on various topics.

anthem.com/ca > For Providers > Training Opportunities

Important Announcements

Training opportunities

Use our library of self-paced courses and instructor-led training sessions, available 24/7 at no cost. These learning opportunities will assist you in administering your patient's health plan and provide you with the knowledge to best assist our members.

Start training

Start Training - Take advantage of the training opportunities offered by Anthem.

Anthem Blue Cross

Select Topic | Select Content Type | Apply Filters

- Attachments: Submitting attachments using the Claim Status app**
ON-DEMAND TRAINING | 02:00
Watch these step-by-step instructions to learn how to submit claim attachments using the Claim Status app.
- Attachments: Submitting attachments using the Attachments Dashboard**
ON-DEMAND TRAINING | 02:00
Watch these step-by-step instructions to learn how to submit claim attachments using the Attachment Dashboard Inbox.
- EDI 275 Enrollment, Submitting & Reporting**
ON-DEMAND TRAINING | 08:00
Learn how to utilize the EDI 275 transaction for your organization. This course reviews how to enroll, submit and understand the reporting with Availity.
- EDI 275 Attachment Transaction Submissions**
ON-DEMAND TRAINING | 09:00
Learn about submitting 275 EDI transactions, using the PWK segment, understanding workflows and reading the Availity dashboard.
- Availity Attachments: Getting Started Guide**
USER GUIDE
Review this guide to learn how to use the Availity Attachments app and explore options to receive requests & submit attachments electronically in a batch file.
- Interactive Care Reviewer (ICR) live webinar**
LIVE WEBINAR
This live broadcast provides an overview and helpful getting started tips for our digital authorization app, ICR.
- Authorizations on Availity Essentials**
LIVE WEBINAR
Learn how to submit & follow up on authorizations through Availity's auth app. You will be prompted to log-in to Availity to register for an upcoming webcast.
- About Availity: Multi-payer Secure Portal**
ON-DEMAND TRAINING | 09:00
Are you new to Availity? Learn how to navigate the home page and discover what features and applications you will be able to use once you are registered.

Learn how to submit claim attachments or how to use Interactive Care Reviewer (ICR), our secure, online provider authorization, referral and inquiry tool, educated yourself on Electronic Data Interchange (EDI) and much more...

Thank you for your time!



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