

Anthem Blue Cross provider contacts



Service departments:

Ancillary — California ancillary contract support: ambulance, audiology, cardiac event monitoring, dialysis, DME, hearing aid dispensers, home health, home infusion, hospice, lab, outpatient therapy (PT/OT/ST), skilled nursing facilities.

Ancillary: chiropractic, acupuncture, and registered dietitians — application requests, demographic changes, contract and fee schedule support, and provider administrative grievances should be directed to American Specialty Health (ASH)

Anthem Blue Cross website

Availity — Availity Essentials: Submit electronic claims, obtain eligibility and benefits, check claim status, access remittance advice, and download EOP. Other features include live chat with payer, secure messages, Availity authorizations, fee schedules, and provider data management.

BlueCard — out of area: The mechanism by which Anthem Blue Cross, as the host plan, arranges for payment of care rendered to Blue Cross and/or Blue Shield Covered Individuals of out-of-state plans by the healthcare professional.

Contact information:

EnterpriseAncillary@Anthem.com
Refer to the Provider Data Management section of the Provider Manual for demographic changes

American Specialty Health (ASH)
800-972-4226
ashlink.com
Contact ASH to make any demographic changes.

anthem.com/ca

Availity.com
800-AVAILITY (282-4548).
Monday to Friday from 5 a.m. to 5 p.m. PT.
Visit the Learning Hub to take on-Demand and live training for Availity applications.

Eligibility and Membership: **800-676-BLUE (2583)**
Claims Status: **800-444-2726**
BlueCard Doctor and Hospital Finder:
800-810-2583 or bcbs.com

California application — joining the Network

Providers interested in joining our network should visit: [anthem.com/ca/provider/enrollment](https://www.anthem.com/ca/provider/enrollment)
To check the status of your application or add request, log into Availity. You will find updated information in real time under the section, My Dashboard. If you have questions related to Availity, contact Availity Client Services at **800-282-4548** or visit the Availity support community.

California behavioral health (BH) provider relationship: support for participating Commercial BH and applied behavior analysis (ABA) providers (individual and groups). Email your provider relationship management associate for questions and support.

Contact your assigned provider relationship management associate or visit: [anthem.com/ca/provider/contact-us](https://www.anthem.com/ca/provider/contact-us) to view additional contact options.

California contract support — provider relationship: Support for participating physicians, hospitals, and primary medical groups. Email your provider relationship management associate for questions and support.

Contact your assigned provider relationship management associate or visit: [anthem.com/ca/provider/contact-us](https://www.anthem.com/ca/provider/contact-us) to view additional contact options.

California Medicaid health plan: Administers Medicaid Managed Care programs for California.

Medi-Cal Managed Care (Medi-Cal): **800-407-4627**
Medi-Cal (LA Care Only): **888-285-7801**
Major Risk Medical Insurance Program (MRMIP)/Medi-Cal Access Program: **877-687-0549**
Case Management: Contact appropriate number above.
Regional Health Plans: Central: **877-811-3113**,
Northern: **888-252-6331**, Southern: **866-465-2272**

California Medicaid health plan utilization management prior authorizations

California Medicaid: **888-831-2246, Option 3**
Alternate number: **877-273-4193, Option 2**
Fax for all UM prior authorizations: **800-754-4708**
Medical injectable requests: **866-363-4126**
Fax: **888-708-2584**

Carelon Medical Benefits Management, Inc.: Non-emergency diagnostic imaging procedures, radiology, cardiology, specialty pharmacy, sleep studies, Cancer Care Quality Program.

Access the Carelon Medical Benefits Management **ProviderPortal_{SM}** directly at [providerportal.com](https://www.providerportal.com). Online access is available 24/7 to process orders in real-time and is the fastest and most convenient way to request authorization.
Call the Carelon Medical Benefits Management toll-free number: **877-291-0360**, Monday to Friday from 7 a.m. to 5 p.m. PT.

Case Management — Commercial: A collaborative process of a member advocacy that evaluates, develops, implements, and coordinates options, resources and services.

Referrals: **888-613-1130**
Transplant Oncology: **888-574-7215**
Fax: **877-264-4540**

Claims and correspondence: With the exception of Dental, Pharmacy, Federal Employee Program (FEP), and third-party administrator (TPA), are all listed separately.

Mailing address:
Anthem Blue Cross
P.O. Box 60007, Los Angeles, CA 90060-0007

Federal Employee Program (FEP): A Fee-For-Service Plan funded by the government, for Postal and Non Postal Federal employees and their covered dependents. Facility claims are managed by Anthem Blue Cross. Professional claims are managed by Blue Shield.

[fepblue.org](https://www.fepblue.org)
Facility Claims (Anthem Blue Cross): **800-322-7319**
P.O. Box 105557 Atlanta, GA 30348-5557
Inpatient Hospital Pre-Auth: **800-633-4581**
Professional Claims Customer Service (Blue Shield): **800-824-8839**



Financial operations: Overpayment recovery.

Send checks to: Overpayment Recovery
P.O. Box 73651, Cleveland, OH 44193-1177
Send overpayment correspondence to:
P.O. Box 4194 Woodland Hills, CA 91367
818 234-3289

Grievance and appeals: Formal dispute process for a claim that has already been processed or when you disagree with the final determination made on a claim or clinical review.

Grievances and Appeals Department
P.O. Box 60007, Los Angeles, CA 90060-0007
PDR form found on [anthem.com/ca](https://www.anthem.com/ca) > For Provider > Forms & Guides > Under Category > Claims & Appeals, scroll to **Provider Dispute Resolution Request Form**

Health Insurance Marketplaces a.k.a. Exchanges

Benefits, eligibility, claims:
Provider: **855-854-1438**
Member: **855-453-7031**
Contracting inquiries: See California Contract Support Relationship section
Covered California Marketplace information: [coveredca.com](https://www.coveredca.com)
UM Pre-Authorization: **800-274-7767**

Language Assistance Program

Translation of materials: Members contact **888-254-2721**.
Providers contact on members behalf: **800-677-6669**.
Interpretation: Instruct members to contact number on back of ID card. Providers: **800-677-6669**, request to speak to an interpreter.

Pharmacy: Pharmacy benefit verification	Select the Member option to verify eligibility and benefits for standard and specialty medications. 800-700-2541. Monday to Friday from 8 a.m. to 5 p.m. PT.
Provider care: Benefit, eligibility, and claims questions/issues. Grievance and Appeals Inquiries.	Please refer to the service numbers on the back of the Member ID Card
Provider data management: Facilitates the data maintenance of provider information for medical groups, facility providers, physicians & ancillary network providers, California behavioral health network providers and professional providers.	Use Availity's Provider Demographic Management (PDM) application hosted on Availity.com to request changes to existing practice information.
Senior Services Medicare Advantage Blue Cross Senior Secure (HMO)	888-230-7338. Monday to Friday from 5 a.m. to 8 p.m. PT.
Senior Services Medicare Advantage Anthem's Medicare Preferred (PPO)	877-811-3107. Monday to Friday from 5 a.m. to 8 p.m. PT.
Senior Services Medicare Supplement	800-333-3883
Specialty Pharmacy Medical Management: Medical Benefit Inquires only. UM Services from Anthem Blue Cross	800-274-7767. Monday to Friday from 7:30 a.m. to 5 p.m. PT. Fax: 866-408-7195
Third-party administrator (TPA) Groups: The Network Leasing Arrangements listing can be found on Availity. Login into Availity.com > Select Payer Spaces > Select Anthem Blue Cross > Select Information Center > Select Administrative Support > Select Network Leasing Arrangements.	Contractual issues, allowable charges, etc.: 800-688-3828 Send claims to the address on the member's ID card. For claims status and eligibility, call the customer service number on the back of the member's ID card.
Third-party liability (TPL) claims	800-645-9785
Transition assistance & second opinion: Review of continuity of care requests for eligible new enrollees and those affected by network disruption. Review of second opinion requests to providers outside HMO members medical group.	To initiate requests, call the customer service number on the back of the member's identification card. 888-486-4227 Fax: 877-214-1781 (To fax completed forms)
Utilization Management: A process to ensure the delivery of medically necessary, optimally achievable, quality patient care through appropriate utilization of resources in a cost effective and timely manner.	Anthem Blue Cross members (local plan): 800-274-7767 CalPERS: 800-451-6780 National: 866-470-6244 Fax for Local Plans, CalPers, and National: 866-815-0839 Specialty Pharmacy (medical benefit): 866-580-5293 Fax: 866-408-7195
Workers' compensation	AWCCustomerRelations@anthem.com Medical Provider Network: 866-700-2168 Claims: 855-766-3719

Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

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