



Quick Reference Guide **UPDATED 11-19-2019**
 Anthem Blue Cross and Blue Shield in Indiana

*****Reminder - always verify member eligibility and benefits with the member's benefit plan and verify your network participation with Anthem Indiana for the products listed, if necessary. The list below is not meant to be all inclusive and is subject to change. Please contact your Provider Relations Representative with any questions.*****

Products	Provider/ Customer Service	Alpha- Prefixes	Availity	Paper Claims Address	Appeals Address	Provider Refunds (Contact Customer Service for the address for returning Anthem checks)	Precertification (Precert including Retrospective Reviews)(Other Than Radiology) Case Management (CM)
Indiana (Local) Anthem Products							
Local Products Blue Access Blue Preferred Blue Traditional	1-800-345-4344	YRA YRE YRF YRG YRM YRN YRP YRT YZD JPT	Eligibility,Benefits, Claim Status, Claim. Links to Secure Messaging and remits	Medical Claims Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187 Fax: 800-376-0247	Anthem Blue Cross and Blue Shield Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem BlueCross Blue Shield Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177	Medical Precert: 1-877-814-4803 Radiology Precert: 1-800-554-0580 BH Precert: 1-866-582-2293 CM: 1-888-662-0939 Recovery: 1-800-345-7029
Indiana Off Exchange Small Group Products							
Off Exchange - Small Group: Blue Access PPO Blue Preferred HMO	1-855-854-1438	XPA XPC XPR	Eligibility,Benefits, Claim Status, Claim Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568	Anthem BlueCross Blue Shield Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177	UM Preauth: 1-877-814-4803 CM: 1-888-662-0939 MH Precert: 1-888-769-9143
Indiana HealthSync Anthem Products							
Anthem HealthSync HMO/POS	1-800-345-4344	JVT VQN XTZ JXZ P3R R3G IYU	Eligibility,Benefits, Claim Status, Claim Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568	Anthem BlueCross Blue Shield Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177	Medical Precert- 1-877-814-4803 Radiology Precert- 1-800-554-0580 BH Precert- 1-866-582-2293 CM: 1-888-662-0939
Anthem Associates							
Anthem Associates (HRA/HSA)	1-877-875-1223	WLU	Eligibility,Benefits, Claim Status, Links to Secure Messaging and remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Appeals P.O. Box 105568 Atlanta, GA 30348 Fax 877-876-4992	Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Precert: 1-877-875-1223 UM Fax: 1-888-438-7061 Rx Prior Auth Fax: 1-866-310-3666 Rx Mail Order: 1-866-413-0197 AIM: 1-866-792-1072
National							
National	1-800-676-2583	Most have "AN" in 4th and 5th digits	Eligibility , Claims Status, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non- urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Precert: 1-866-776-4793 Fax: 1-800-773-7797 UM Appeals: 1-800-927-4065 UM Appeals Fax: 1-317-287-5968 CM: 1-800-737-1857

Products	Provider/ Customer Service	Alpha- Prefixes	Availity	Paper Claims Address	Appeals Address	Provider Refunds (Contact Customer Service for the address for returning Anthem checks)	Precertification (Precert including Retrospective Reviews) (Other Than Radiology) Case Management (CM)
BlueCard (Non-Indiana Blue Cross and Blue Shield Members' Plans)							
Eligibility, Benefits, Precert - route to Home Plan	1-800-676-2583	Refer to Member's ID Card	Information dependent upon availability from Blue Plan's front-end system	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem BCBS ITS/Blue Card Dept P.O. Box 105557 Atlanta, GA 30348-5557	Call the number on the back of the member's ID card	Call the number on the back of the member's ID card
BlueCard Provider Service	1-866-594-0521						
BlueCard Claim Status	1-866-594-0521						
Federal Employee Program (FEP)							
Federal Employee Program (FEP)	1-800-382-5520	R	Eligibility, Benefits, Claim status (high level)	Anthem BCBS Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Refer to CS	Anthem Finance Dept 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Precert: 1-800-860-2156 Peer to Peer: 1-800-860-2156 Prior Auth Fax: 1-800-732-8318 Fax - ABD: 1-877-606-3807 CM: 1-800 711-2225
Senior Services							
Medicare Supplement Products	1-866-649-2033	VNF	Eligibility,Benefits, Claim Status, Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046	Anthem BlueCross Blue Shield Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177	No Precert for Medicare supplement plans.
Medicare Advantage: Individual Anthem MediBlue Access (PPO) Anthem MediBlue Plus (HMO) Anthem MediBlue Dual Advantage (HMO SNP) Anthem MediBlue Access (Regional PPO)	1-844-421-5662 (Applies to all prefixes)	XPF (PPO) VOK (HMO) XPK (HMO SNP) XPG (RPPO)	Eligibility, Benefits, Claims, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd, Mason, OH 45040	Anthem BlueCross Blue Shield Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177	Case Mgmnt: 1-866-797-9884 Orthonet: Fax 1-844-340-6419 Orthonet Phone: 1-844-340-6418 CM: 1-888-662-0939 Precert: 866-797-9884

Directory Assistance		
By referencing a patient's ID number, operators are able to provide a Customer Service phone number.		1-800-331-1476
Interactive Care Reviewer (ICR)		
Online tool to get precertification determination.		Visit icr-help.anthem.com for more information.
Other Information		
Dental: 1-877-604-2142 (On-Exchange) 1-866-589-0578 (Off)	Behavioral Health Precert: 1-866-582-2293	CAQH: 1-888-599-1771
Orthonet Focused Claim Review		
**Commercial and Medicare Advantage Phone: 1-844-340-6418 Fax: 1-844-340-1771		
Provider Solutions/Network Management		
Indiana: 800-455-6805		
Availity		
www.availity.com Phone: 1-800-282-4548		
Eligibility and Benefits, Claims, Secure Messaging, Precertification. Fee Schedules, On-line Remittance, Reimbursement policies, MA Provider Self Service: via link out to Anthem Provider Portal		
AIM Specialty Health Precertification	Retrospective Precertification	Request for Claim Review, Adjustment or Submitting Records
Radiology, Cardiology, Sleep, Radiation Therapy, Cancer Care Quality Program (for those products that apply) Phone 1-888-730-2817; Hours 8:30 – 7:00 ET See Precertification page in provider section of www.anthem.com AIM Precertification via: www.availity.com Website: www.aimspecialtyhealth.com : Clinical guidelines here Email: technical portal Issues - webcustomerservice@aimspecialtyhealth.com Optinet Surveys/Site Assessments Help Desk: 1-800-252-2021 or optinetsupport@aimspecialtyhealth.com	AIM can enter cases retro 2 business days only. Eff August 22, 2015 - these can be done online. After that timeframe, use the post service review/reconsideration process.* Anthem UM Services PO Box 105187 Atlanta, GA 30348-5187 *Medicare Advantage: No retros allowed. Effective in 2015, failure to obtain a prior authorization will result in an administrative denial and members cannot be balance billed.	Anthem BCBS PO Box 105557 Atlanta, GA 30348-5557 Fax: 1-800-376-0247 Include completed Provider Adjustment Request Form, or a letter with all pertinent claim and patient details. **If you receive a record request letter, follow the instructions on the letter for returning them.
Hoosier Healthwise	Healthy Indiana Plan	Hoosier Care Connect
Provider Relations/Contracting- 1-800-455-6805 Provider Services- 1-866-408-6132 UM Pharmacy- 1-866-408-7187 Behavioral Health PA- 1-866-408-7187 Dental- 1-888-291-3762 Claims Address: Anthem Blue Cross and Blue Shield P.O. Box 61010 Virginia Beach, VA 23466	Provider Relations/Contracting- 1-800-455-6805 Provider Services- 1-800-345-4344 UM Pharmacy- 1-866-398-1922 Behavioral Health PA- 1-866-398-1922 Dental- 1-888-291-3762 Claims Address: Anthem Blue Cross and Blue Shield P.O. Box 61010 Virginia Beach, VA 23466	Provider Relations/Contracting- 1-800-455-6805 Provider Services- 1-844-284-1798 UM Pharmacy- 1-866-408-7187 Behavioral Health PA- 1-866-408-7187 Dental- 1-888-291-3762 Claims Address: Anthem Blue Cross and Blue Shield P.O. Box 61010 Virginia Beach, VA 23466
Electronic Data Interchange		
EDI Solutions Help Desk: 1-800 470 9630 Email: e-solutions.support@anthem.com	Information Available Online: http://www.anthem.com/edi/ (Select IN & click enter)	EDI Payor IDs: Professional - 00630; Facility - 00130