

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Authorization and referrals
- Live chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and training
- Link to Caredon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services (<https://Availity.com/customer-support>) provides customer support for Availity Essentials users.

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Service departments

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Blue View Vision Provider Services

866-723-0515

Carelon Medical Benefits Management:

- Phone: 888-730-2817
- Web help desk: 800-252-2021

Commercial — Case Management (CM)

888-662-0939

Dental Provider Services

866-947-9398

Enhanced Personal Health Care program

For information about this payment innovation program, email INEPHC@anthem.com.

Healthcare Networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- **Commercial:** Go to **Contact Us** and make a choice in the *Resource Categories* dropdown.
- **Federal and state plans:** Go to our **contacts page**.

IRS Form 1099 requests

Email 1099dept@anthem.com or call 888-246-4893.

Peer-to-peer review

888-870-9342

Pharmacy

Pharmacy Information for Providers

Prior Authorization

Log in to <https://Availity.com> and select **Authorizations and Referrals**.

Provider education and training

Our dynamic online **Learning Hub (on24.com)** has training courses, on-demand webinar replays, demonstration videos, and more.

Provider forms:

- Commercial/Medicare Advantage **Provider Forms and Guides**
- Pathways
- Indiana Medicaid

Provider resources

On our **Commercial/Medicare Advantage site** or **Medicaid site**, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

Refund address

P.O. Box 73651
Cleveland, OH 44193

SOAP (Subjective Objective Assessment Plan) notes and medical records:

- Inovalon ONE® Platform: **Converged Patient Assessment (invalon.com)** or fax to 866-682-6680.
- Help Desk: 877-448-8125

Product table

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Local products Blue Access Blue Preferred Blue Traditional	800-345-4344	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Medical claims Anthem P.O. Box 105187 Atlanta, GA 30348-5187 Fax: 800-376-0247	Anthem Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: 877-814-4803 Radiology preapproval: 800-554-0580 BH preapproval: 866-582-2293 CM: 888-662-0939 Recovery: 800-345-7029
Exchange						
Anthem Essential Network (previously known as Pathway Essentials)	800-676-2583	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: 877-814-4803
Anthem associates						
HRA	877-875-1223	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Appeals P.O. Box 105568 Atlanta, GA 30348 Or fax: 877-876-4992	Anthem Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: 877-875-1223 UM fax: 888-438-7061 Prescription preapproval fax: 866-310-3666 Prescription mail order: 866-413-0197 AIM: 866-792-1072
BlueCard (Non-Kentucky Anthem members' plans)						
	Eligibility, benefits, preapproval — route to Home Plan: 800-676-2583 BlueCard Provider Service: 866-594-0521 BlueCard claim status: 866-594-0521	Information dependent upon availability from Blue Plan's front-end system	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem ITS/Blue Card Dept. P.O. Box 105557 Atlanta, GA 30348-5557	800-676-2583	800-676-2583

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Federal Employee Program (FEP)						
Federal Employee Program (FEP) (R88888888)	800-382-5520	Eligibility, benefits, claim status (high-level)	Anthem Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Finance Dept. 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 CM: 800-711-2225
Senior services						
Medicare Supplement products	866-649-2033	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 Fax: 888-859-3046	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	No preapproval for Medicare Supplement plans
Medicare Advantage Individual Anthem MediBlue Access (PPO) Anthem MediBlue Plus (HMO) Anthem MediBlue Access (Regional PPO)	844-421-5662 (applies to all prefixes) Post acute: 844-411-9622	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	CM: 800-711-2225

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
State-sponsored business plans						
Healthy Indiana Plan (HIP)	Provider Services and pharmacy: 844-533-1995 Dental: 855-453-5286	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	HIP: CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193	UM and behavioral health: 844-533-1995 Carelton Medical Benefits Management: 844-767-8158
Hoosier Healthwise (HHW)	Provider Services and pharmacy: 866-408-6132 Dental: 855-453-5286	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193	UM and behavioral health: 866-408-6132 Carelton Medical Benefits Management: 844-767-8158
Hoosier Care Connect (HCC)	Provider Services and pharmacy: 844-284-1798 Dental: 855-453-5286	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193	UM and behavioral health: 866-408-6132 Carelton Medical Benefits Management: 844-767-8158

<http://anthem.ly/signup-abcbs-ky>
<https://anthem.com/ky/provider>

Carelton Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Kentucky, Inc. Independent licensee(s) of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

KY-BCBS-CRCM-003615-25-GRP745