

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 Caelon 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.

Service departments

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Blue View Vision Provider Services

866-723-0515

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.

Provider education and training

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

Provider resources

On our **Commercial/Medicare Advantage 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.

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)
Provider Services	800-676-2583 or dial the number on the back of the member's ID card. Maine healthcare providers dedicated line: 833-690-2936	Eligibility, benefits, claim status, and claims. Links to secure messaging and remits: https://Availity.com	Anthem P.O. Box 533 North Haven, CT 06473	Anthem Attn: Grievance and Appeals P.O. Box 218 North Haven, CT 06473-0218	Anthem P.O. Box 73651 Cleveland, OH 44193-1177

<http://anthem.ly/signup-abcbs-me>

<https://anthem.com/provider>

Carelon 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 Maine, Inc. Independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc..

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