

Below is a list of telephone numbers for our various provider call centers as well as other commonly used telephone and fax numbers. *In order to help ensure that your inquiries are tracked and responded to timely, all inquiries must be made to Provider Service or through the Availity Web Portal. If you wish to speak with someone directly, please contact the appropriate Provider Service number listed below*

Provider Service Centers	Hours of Operation	Telephone Numbers	Member ID Number Prefixes Handled by Service Center
<b>Provider Service</b> (Local Anthem plans, including Group Medicare Supplemental plans, such as, Companion Plan)	8:00 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(800)832-6011</b>	XVA, XVB, XVF, XVG, XVH, XVI, XVP
<i>Maine Healthcare Providers Dedicated Line</i>	8:30 a.m. - 5:00 p.m. EST, Monday - Friday (IVR available 24/7)	<b>(833)690-2936</b>	
<b>Provider Service</b> (Individual Medicare Supplemental plans)	8:00 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(888)596-0271</b>	VNC
<b>Health Insurance Exchange Provider Call Center</b> (Eligibility, benefits, and claims questions for Health Insurance Exchange plans)	8:00 a.m. - 6:00 p.m., Monday - Friday (IVR available 24/7)	<b>(855)854-1438</b>	JMH, TXH, VBA, VBB, VBC, VBD, VBE, VBF, VBG, VBH, VBI, VBJ, VBK, VBL, XMC, XVN, XVO
<b>New England Health Plan (NEHP)</b> and *Empire HMO plans <i>Claim inquiries</i>	8:00 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(888)567-1834</b>	CTN, CTP, EHF, EHG, EHH, EHJ, MEN, MEP, MTN, MTP, NHN, NHP  *Empire prefixes - BJY, YLF, YLL, YLQ
<i>Eligibility and benefits</i>	8:00 a.m. - 5:00 p.m., Monday - Friday	<b>(800)676-BLUE (2583)</b>	
<b>Tri-state</b> Anthem plans in Connecticut, Maine and New Hampshire utilize the same membership and claims systems, therefore, inquiries for Connecticut and New Hampshire members are considered local or 'tri-state' inquiries. Please contact the following numbers for the specified prefixes.			
<b>Anthem Connecticut (Tri-state)</b>			XG**, ATM, CKC, HJB, INF, LBG, LGI, LOS, MCK, MGG, OTW, PHT, TLD, TUV, URI, URR  **Third alpha character will vary
Professional	8:00 a.m. - 5:00 p.m. Monday - Friday (IVR available 24/7)	<b>(800)922-3242</b>	
Institutional	8:00 a.m. - 5:00 p.m. Monday - Friday (IVR available 24/7)	<b>(800)345-2227</b>	
<b>Anthem New Hampshire (Tri-state)</b>	8:00 a.m. - 5:00 p.m. Monday – Friday (IVR available 24/7)	<b>(800)332-6558</b>	YGA, YGC, YGF, YGG, YGK, YGM
<b>BlueCard® Service Center</b> <i>Claim inquiries</i>	8:30 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(877)795-1881</b>	All prefixes not listed elsewhere in this grid
<i>Eligibility and benefits</i>	8:00 a.m. - 5:00 p.m., Monday - Friday	<b>(800)676-BLUE (2583)</b>	

Provider Service Centers	Hours of Operation	Telephone Numbers	Member ID Number Prefixes Handled by Service Center
<b>Federal Employee Program® (FEP)</b>	Mon, Tues, Wed, and Fri: 8:00 a.m. - 5:30 p.m. Thurs: 9:00 a.m.- 5:30 p.m. (IVR available 24/7)	<b>(800)722-0203</b>	R (followed by 8 digits)
<b>Medicare Advantage DSNP</b>	8:00 a.m. - 8:00 p.m. Monday - Friday	<b>(844)887-6351</b>	VOS
<b>Medicare Advantage LPPO</b>	8:00 a.m. - 8:00 p.m. Monday - Friday	<b>(855)304-1785</b>	VOQ
<b>Medicare Advantage HMO</b>	8:00 a.m. - 8:00 p.m. Monday - Friday	<b>(855)310-2472</b>	VOM
<b>Taft-Hartley / Teamsters</b>	8:00 a.m. - 5:00 p.m. Monday - Friday	<b>(888)287-0032</b>	CCU, ELH, IUP, NEF, NEH, PSH, PTH, SVL, TLH, TSJ, NIW, CWV, IRU, IUB, EWU
<b>Technical Support</b>			<b>Telephone Number</b>
<b>Availity</b>			<b>(800)282-4548</b>
<b>Electronic Data Interchange (EDI)</b>			<b>(800)470-9630</b>
<ul style="list-style-type: none"> <li>Enrollment and testing for EDI services</li> <li>Transmission or connection support for EDI services</li> </ul>			
<b>AIM Specialty Health<sup>SM</sup></b>			<b>Telephone Number</b>
Prior authorization and pre-certification for non-emergency advanced imaging, cardiac imaging, sleep management, radiation therapy, specialty pharmacy			<b>(866)714-1107</b>
<b>Provider Credentialing</b>			<b>Telephone Number</b>
Credentialing/recredentialing for medical professionals and status of application for participation			<b>(800)832-6011</b>
<b>Medical Management</b>			<b>Telephone Number</b>
Care Management (click <a href="#">here</a> to access Medical Management IVR Quick Reference Guide)			<b>(800)392-1016</b>
Case Management			<b>(800)231-2398</b>
BlueCard® (ask to be transferred to utilization review)			<b>(800)676-BLUE (2583)</b>
<b>Federal Employee Program Medical Management</b>			<b>Telephone Number</b>
Precertification (acute inpatient admissions, concurrent review and outpatient cardiac rehabilitation)			<b>(800)860-2156</b> <b>Fax: (800)732-8318</b>
FEP Integrated Imaging Management Solution Program managed by AIM Specialty Health®			<b>(866)789-0397</b>
<b>Case management</b>			<b>(800)711-2225</b> <b>Fax: (800)732-8318</b>
<b>Transplant prior approval (including bone marrow)</b>			<b>(800)824-0581</b>

Behavioral Health Services (Clinical Authorization)	Telephone Number
Anthem Behavioral Health (Anthem and FEP members)	(800)755-0851
Behavioral HealthCare Program (MaineHealth enrollees)	(800)538-9698

*Anthem is committed to protecting the integrity of the healthcare system we serve through the detection and prosecution of those parties responsible for fraud against Anthem Inc. and its affiliated companies.*