

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 (Availity.my.site.com) provides customer support for Availity users.

Electronic Remittance Advice (ERA)

All changes to ERA can be made in Availity Essentials.

Prior Authorization

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

888-730-2817: Caredon Medical Benefits Management phone

800-252-2021: Caredon Medical Benefits Management web help desk

Peer-to-peer review

888-870-9342

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Commercial — Case Management (CM)

888-662-0939

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.

Provider data management and roster upload

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.

IRS Form 1099 requests

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

Refund address

P.O. Box 73651
Cleveland, OH 44193-1177

Audit vendors

If a provider or facility receives a notification from an audit vendor, refer to the letter for contact information.

Pharmacy

Pharmacy Information for Providers

Commercial: Contact the number on the back of the member ID card.

Dental Provider Services

Commercial: Contact the number on the back of the member ID card.

Vision Provider Services

Blue View Vision **866-723-0515**

Provider education and training

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

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.

Anthem — Commercial: Use the number on the member's ID card or **888-571-9054**

Anthem — Medicare: Use the number on the member's ID card, **855-690-7798**, or **855-251-8826** (for HMO/D-SNP only)

Healthcare Networks

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

- Anthem: Go to **Contact Us** and make a choice in the *Resource Categories* dropdown.

Provider resources

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

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

Provider forms:

- **Commercial/Medicare Advantage Provider Forms and Guides**

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)
Anthem	Use the number on the member's ID card or 888-571-9054	Eligibility, benefits, claim status, and claim. 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



Email is the quickest and most direct way to receive important information from Anthem. To start receiving email from us (including some sent in lieu of fax or mail), submit your information via our online form: <http://anthem.ly/signup-abcbs-mo>.

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

<https://anthem.com/provider>

In Missouri (excluding 30 counties in the Kansas City area): Anthem Blue Cross and Blue Shield is the trade name of RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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