

Quick contact guide (QCG)

Availity Essentials

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

- Chat
- Claim status
- Claims link to secure messaging for online resolution
- Clinical edits
- Electronic Transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility, benefits
- Medical Policies
- Member's ID card
- Rate schedules
- Payment Appeal Tool
- Interactive Care Reviewer
- Learning Library
- Link to Caelon Medical Benefits Management, Inc.
- Remittance Advice
- Solicited and Unsolicited Medical Record Submission

Availity Essentials Help Desk

Phone: **800-282-4548**

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

All changes or new registrations for EFT/ERA can be accessed online at <https://Availity.com>.

Provider enrollment and network management

Log into <https://Availity.com> > select **My Providers** >

select **Provider Data Management** > Review and update your data:

- These changes will be made across all lines of business you participate in.
- Please allow 30 days for processing.

Need help navigating PDM? Log on to <https://Availity.com> and use the Help and training tool in the upper right-hand corner on the Availity Essentials homepage.

Service departments

1099 Form Requests

Phone: 888-246-4893

Fax: 805-557-6540

Email: 1099dept@anthem.com

Anthem business mailing address

Anthem

1155 Elm St., Ste 200

Manchester, NH 03101-1505

Anthem Medical Policies

Link: [Provider Medical Policies](#)

Audit vendors

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

BlueCard Provider Call Center

Phone: 800-676-2583

Blue View Vision Provider Services

Phone: 800-521-3605

Claims mailing address

Anthem

P.O. Box 533

North Haven, CT 06473

Claim payment appeals

Anthem

P.O. Box 518

North Haven, CT 06473-0518

Claim payment reconsiderations-disputes

Anthem

Attn: Claims/Reconsideration/Adjustments

P.O. Box 533

North Haven, CT 06473

Dental Provider Services

Phone: 866-947-9398

Fax: 877-283-1331

EDI Help Desk

Phone: 800-470-9630

Email: edi.ent.support@elevancehealth.com

Federal Employee Program (FEP)

- Mailing address:
Anthem
P.O. Box 105557
Atlanta, GA 30348-5557
- Provider Call Center: 866-789-0397

Health Insurance Exchange

Provider Call Center

Phone: 855-854-1438

Local Plan Provider Call Center

Phone: 800-332-6558

New England Health Plans

Provider Call Center

Phone: 800-238-2465

Pharmacy

Link: <https://anthem.com/provider/individual-commercial/pharmacy>

Precertification

Carelon Medical Benefits Management

Log in to <https://Availity.com> and select *Authorizations*, and then select Carelon Medical Benefits Management

Phone: 866-714-1107

Provider additions

Go to Provider website and select For Providers, select New Hampshire, select Begin Application

Provider Credentialing

Phone: **800-516-7587**

Email: CDO-CustomerService-Wellpoint-SM.com

Provider education and training

Providers can access webinar training schedules online at <https://anthem.com/provider> and select **For Providers, choose New Hampshire**, select **Find Forms** button in the center of the webpage, select **Trainings and Education**.

Provider Relationship Account Managers

Provider Relationship Account Managers are available to provide education on Anthem products, networks, electronic tools, initiatives, and to address contractual concerns.

Go to <https://anthem.com/provider>, select For Providers, choose New Hampshire, and select the Contact Us button in the center of the webpage. Under **Resource Categories**, select I have a different question and then choose **Still Need Assistance?** button to be directed to the provider web form to submit your questions to the appropriate account manager.

Provider Services

Providers can now have questions answered quickly and easily. With Chat, providers can have a real-time, online discussion through a new digital service, available through **Payer Spaces** on <https://Avality.com>.

Referrals — Out of Network and Cross Border

Phone: **800-531-4450**

Fax: **877-539-3860**

Voluntary or unsolicited refunds

- **Standard mail:**
Anthem
P.O. Box 73651
Cleveland, OH 44193
- **Overnight delivery:**
Anthem
Lockbox 73651
4100 West 150th Street
Cleveland, OH 44135

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

<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 New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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