

# 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](mailto: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](mailto:1099dept@anthem.com) or call 888-246-4893.

## Peer-to-peer review

888-870-9342

## Pharmacy

Pharmacy Information for Providers

## 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](#)
- [Medicaid Forms](#)
- [Medicaid Guides](#)

## Provider resources

On our [Commercial/Medicare Advantage site](#) or [Medicaid site](#), you can find our:

- [Provider manual](#).
- [Reimbursement policies](#).
- [Clinical Practice Guidelines](#).

## Refund address — Commercial

P.O. Box 73651

Cleveland, OH 44193

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

- Inovalon ONE® Platform:  
[Converged Patient Assessment \(inovalon.com\)](#) 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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
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| <b>Nevada Commercial — partnered programs</b>                                                                                                                                                              |                                                                                                                                                                                 |                                                                                           |                                                     |                                                                                                                                            |                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Battle Born HMO<br>Convenient Care HMO<br>Guided Access HMO<br>Individual EPO<br>Pathway HMO<br>LUMENOS HSA - COMPATIBLE 5000 PPO<br>Choice<br>Choice Products<br>POS Products<br>Open Access HMO Products | Online through Availity Essentials<br>Or customer service at the number on the back of the member's ID card                                                                     | Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits | Anthem<br>P.O. Box 105187<br>Atlanta, GA 30348-5187 | Anthem<br>700 Broadway<br>Denver, CO 80273<br><br>Federal Employee Program – Provider Appeals<br>P.O. Box 105557<br>Atlanta, GA 30348-5557 | Regular mailing address:<br><br>Anthem P.O. Box 73651<br>Cleveland, OH 44193-1177<br><br>Overnight delivery address:<br><br>Anthem Lockbox 73651<br>4100 West 150th Street<br>Cleveland, OH 44135 | Case Management:<br>Commercial/Exchange: Call customer service at the number on the back of the member's ID card (no dedicated NV commercial CM line).<br>FEP BH: <b>800-711-2225, option 3.</b><br>Utilization Management (general medical/behavioral):<br>Use Availity Essentials (Interactive Care Reviewer).<br>Or call Provider Services or the preauthorization number on the back of the member's ID card.<br><br>Radiology/Advanced Imaging (Carelton Medical Benefits Management):<br>Prior authorization:<br><a href="https://providerportal.com">https://providerportal.com</a> or <b>877-291-0366</b> .<br>Web support: <b>800-252-2021</b><br>OptiNet: <b>877-202-6543</b><br>Physical therapy / Rehab / MSK (Carelton Medical Benefits Management):<br>Prior authorization:<br><a href="https://providerportal.com">https://providerportal.com</a> or <b>877-291-0366</b> (same as radiology). |
| <b>BlueCard (Non-Nevada Blue Cross and Blue Shield members' plans)</b>                                                                                                                                     |                                                                                                                                                                                 |                                                                                           |                                                     |                                                                                                                                            |                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Blue Priority PPO                                                                                                                                                                                          | Eligibility, benefits, preapproval — route to Home Plan: <b>800-676-2583</b><br>BlueCard<br>Provider Service: <b>866-594-0521</b><br>BlueCard claim status: <b>866-594-0521</b> | Information dependent upon availability from Blue Plan's front-end system                 | Anthem<br>P.O. Box 105187<br>Atlanta, GA 30348-5187 | Anthem<br>ITS/Blue Card Dept.<br>P.O. Box 105557<br>Atlanta, GA 30348-5557                                                                 | <b>800-676-2583</b>                                                                                                                                                                               | <b>800-676-2583</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

| 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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <b>Medicare Advantage programs</b>                                                                                                                                                                                                  |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                 |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Full Dual Advantage (HMO D-SNP)<br>Carelton Medicare Advantage (HMO-POS)<br>Medicare Advantage (HMO-POS)<br>Carelton Full Dual Advantage (HMO D-SNP)<br>Carelton Lung Care (HMO-POS C-SNP)<br>Carelton Chronic Care (HMO-POS C-SNP) | For eligibility, benefits, claims questions, and general provider support:<br><br>Call the Provider Service number on the back of the member's ID card.                                                                          | Eligibility and benefits<br>Claim status<br>Single claim entry / electronic claims<br>Online remittance advice (EOPs / remits)<br>Secure messaging<br>Access to commonly used forms and remit information<br>Submitting prior authorization requests (preferred method)<br>Phone: <b>800-282-4548</b><br>Hours: Monday to Friday, 8 a.m. to 7 p.m. ET (excluding holidays)                   | Anthem<br>P.O. Box 5747<br>Denver, CO 80217                                                     | Medicare Complaints, Appeals, and Grievances (MCAG)<br>Attention: Medical Necessity Provider Appeals<br>Mailstop: OH0205-A537<br>4361 Irwin Simpson Road<br>Mason, OH 45040<br><br>(non-medical-necessity payment issues)<br>Medicare Payment Dispute Unit<br>Anthem P.O. Box 5747<br>Denver, CO 80217 | Follow instructions on Anthem's overpayment notice; refund within 30 days, or Anthem may recoup via offset — contact Provider Services with questions. | Prior authorization line: <b>833-848-8730</b><br>PA fax: <b>866-959-1537</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>State-sponsored business plans</b>                                                                                                                                                                                               |                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                 |                                                                                                                                                                                                                                                                                                        |                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Nevada Medicaid Managed Care<br>Nevada Check Up                                                                                                                                                                                     | Provider Services team: <b>844-396-2330</b><br>TTY: 711<br>Hours: Monday to Friday 7 a.m. to 7 p.m. PT<br><br>Member Services <b>844-396-2329</b> (TTY 711)<br><br>Nevada Medicaid Provider Services (state) <b>877-638-3472</b> | Eligibility and benefits<br>Claims submission and claim status<br>Claim payment disputes (Level 1 and Level 2)<br>Administrative and medical necessity appeals submission<br>PCP changes (PCP Change Request tool)<br>Auth/notification submissions<br>(Authorizations and Referrals) via Availity Essentials at <a href="https://anthem.com/nv/provider">https://anthem.com/nv/provider</a> | Anthem Healthcare Solutions<br>Nevada Claims<br>P.O. Box 61010<br>Virginia Beach, VA 23466-1010 | Anthem Healthcare Solutions<br>Payment Appeals<br>P.O. Box 61599<br>Virginia Beach, VA 23466-1599                                                                                                                                                                                                      | For provider refunds, contact Provider Services at <b>844-396-2330</b> for the appropriate refund address or instructions.                             | Primary method: Availity Essentials > Authorizations and Referrals for notification and precertification.<br><br>Peer-to-peer/reconsideration scheduling: <b>844-396-2330</b> (Provider Services / UM).<br><br>Care management/case management services: <b>844-396-2330</b><br><br>Carelton Medical Benefits Management (radiology prior authorization): <b>833-419-2139</b><br><br>MTM – non-emergent transportation (Medicaid members only): <b>844-879-7341</b><br><br>Behavioral Health Crisis line (for BH-related urgent situations): <b>844-396-2331</b> (TTY 711) |

<http://anthem.ly/signup-abcbs-nv>  
<https://anthem.com/nv/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 Healthcare Solutions is the trade name of Community Care Health Plan of Nevada, Inc. Anthem Blue Cross and Blue Shield is the trade name of Community Care Health Plan of Nevada, Inc. and Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. Independent licensee(s) of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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