

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 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.

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

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 OHEPHC@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 or call 888-246-4893.

Peer-to-peer review

888-870-9342

Pharmacy

Pharmacy Information for Providers

Prior Authorization

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

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: <https://www.anthem.com/oh/provider/individual-commercial/forms-and-guides>
- Medicaid: <https://www.anthem.com/in/provider/individual-commercial/forms-and-guides>
- **Forms | OH Providers | State and Federal Programs | Anthem**

Provider resources

Visit our provider websites at <https://anthem.com/oh/provider>, <https://www.anthem.com/oh/provider/individual-commercial/medicare-advantage>, <https://www.anthem.com/oh/provider/state-federal/patient-care/mycare>, or <https://www.anthem.com/oh/provider/state-federal> to view:

- 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.

Refund address

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)
Local products Blue Access Blue Preferred Blue Traditional	888-290-9160 CDHP/HDHP Plans: 888-224-4902	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Medical claims Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568 Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Anthem Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Precertification and Predetermination: 800-752-1182 Fax: 800-266-3504 Peer to Peer: 888-870-9342 Spinal Peer to Peer: 888-236-2984 CM: 888-662-0939 CM email: centregcmref@anthem.com Behavioral Health: 866-582-2293 Transplant: 800-824-0581 Autism: 844-269-0538 E-Review: Demographic, Admit and D/C Dates: Anthem. OhioAdmitting@anthem.com Clinical Review/Re-Reviews: OHConcurrentClinicalReview@anthem.com (Inpatient) OHPreServiceClinicalReview@anthem.com (Outpatient) Carelton Manages Precertification for: • Cardiology • Chemotherapy and Supportive Drugs Genetic Testing • High Tech Radiology (MRI/CT/PET/Nuclear) Musculoskeletal and Pain Management • Outpatient Radiation Oncology Rehabilitation - PT/OT/ST – effective 11/1/2019 • Sleep • Upper GI Endoscopy (EGD) *See the back page for Provider Services and Precertification Information
Exchange						
Anthem Essential Network (previously known as Pathway Essentials)	800-676-2583	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568 Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Anthem Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Same as local products

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 associates						
HRA	800-676-2583	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Appeals P.O. Box 105568 Atlanta, GA 30348 Or fax: 877-876-4992	Anthem Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: 877-875-1223 UM fax: 888-438-7061 Prescription preapproval fax: 866-310-3666 Prescription mail order: 866-413-0197 AIM: 866-792-1072 CM: 855-537-3347
BlueCard (Non-Indiana Anthem Members' plans)						
	Eligibility, benefits, preapproval — route to Home Plan: 800-676-2583 BlueCard Provider Service: 866-594-0521 BlueCard claim status: 866-594-0521 Provider Finder: 800-810-2583	Information dependent upon availability from Blue Plan's front-end system	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem ITS/Blue Card Dept. P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Call the number on the back of the member's ID card
Federal Employee Program (FEP)						
Federal Employee Program (FEP) www.fepblue.org	800-451-7602 or 800-242-9635 IVR: claim status, checks, remits, eligibility, benefits	Eligibility, benefits, claim status (high-level)	Anthem Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Clinical: Anthem Federal Employee Program Attention: Provider Appeals 3075 Vandercar Way Cincinnati, OH 45209 Non Clinical: Anthem P.O. Box 105568 Atlanta, GA 30348 Fax: 888-859-3046	Anthem Cost Containment Overpayment Avoidance, P.O. Box 73651, Cleveland, OH 44193-1177	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 CM: 800-711-2225

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)
Senior services						
Medicare Supplement products	866-649-2037 800-467-1199 833-794-01312 833-848-8730	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 Fax: 888-859-3046	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	No preapproval for Medicare Supplement plans
Medicare Advantage EMPLOYER GROUP effective 1/1/15 Anthem Senior Advantage HMO Anthem Medicare Preferred LPPO- Local PPO Blue Medicare Access RPPO- Regional PPO Anthem Medicare Preferred (LPPO) Motion Picture Industry						

Products	Provider Services	Availability 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)
Medicare Advantage Individual Anthem MediBlue Access (PPO) Anthem MediBlue Plus (HMO) Anthem MediBlue Dual Advantage (HMO SNP) Anthem MediBlue Access (Regional PPO)	844-421-5662 (applies to all prefixes)	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	CM: 866-797-9884 Precert/Predetermination: use provider service # Fax - Acute Inpatient notifications and all Outpatient: 866-959-1537 Fax - Facility Clinical: 877-423-9972 SNF, LTAC, Inpatient Rehab, Inpatient non-acute: 844-411-9622 Fax for SNF, LTAC, Inpatient Rehab, Inpatient non-acute: 877-423-9972 SNF, LTAC, Acute Rehab Initial or Concurrent reviews: OHDDischargeplanning@anthem.com Peer to Peer: 800-262-2731 P2P email: crp2p@anthem.com CM: 866-797-9884 opt. 4 CM email: CentralRegioncmconciierge@anthem.com E-Review: (all Central states) anthem.ohio.medicare@anthem.com AIM Manages Precertification for:* • Diagnostic Imaging (MRI/CT/PET/Nuclear/ Ultrasound/X-ray), Cardiology • Chemotherapy and Supportive Drugs Genetic Testing • Musculoskeletal and Pain Management • Outpatient Radiation Oncology Rehabilitation - PT/OT/ST – effective 4/1/2020 • Sleep • Upper GI Endoscopy (EGD) Hearing Care Solutions: Effective 1/1/19 877-583-2842 https://www.hearingcaresolutions.com/ Email: ProviderServices@hearingcaresolutions.com Website: ProviderPortal.HearingCareSolutions.com

Products	Provider Services	Availability 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 Ohio Medicaid	Provider Services: 844-912-1226 Dental (LIBERTY Dental Plan): 888-291-3762 Vision (EyeMed): 877-658-1801 PNM (state's provider credentialing and demographic system) Link: https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx .	Eligibility, benefits, claims, links to secure messaging, and remits	Paper claims cannot be accepted Submit medical claims via EDI Payer ID # 0002937	Anthem Provider Disputes and Appeals P.O. Box 62500 Virginia Beach, VA 23466	Anthem P.O. Box 933657 Atlanta, GA 31193 Fax: 866-920-1874	UM and behavioral health: 844-912-1226 Carelton Medical Benefits Management: 833-500-6966
Anthem Ohio Medicaid MyCare)	Provider Services: 844-912-1226 Dental (LIBERTY Dental Plan): 888-291-3762 Vision (EyeMed): 877-658-1801 PNM (state's provider credentialing and demographic system) Link: https://ohpnm.omes.maximus.com/OH_PNM_PROD/Account/Login.aspx .	Eligibility, benefits, claims, links to secure messaging, and remits	Paper claims cannot be accepted Submit medical claims via EDI Payer ID # 0002937	Anthem Provider Disputes and Appeals P.O. Box 62500 Virginia Beach, VA 23466	Anthem P.O. Box 933657 Atlanta, GA 31193 Fax: 866-920-1874	UM and behavioral health: 844-912-1226 Carelton Medical Benefits Management: 833-500-6966

<http://anthem.ly/signup-abcbs-oh>
<https://anthem.com/oh/provider>

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

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