

Service Departments:	Contact Information:
AIM Specialty Health: Non-emergency diagnostic imaging procedures, radiology, cardiology, specialty pharmacy, sleep studies, Cancer Care Quality Program.	(877) 291-0360 M-F 7a.m. to 5p.m. AIM's ProviderPortal is available 24 hours a day, 7 days a week via: https://providerportal.com/
Anthem Blue Cross Web Site	www.anthem.com/ca
Availity - the Availity Web Portal: Obtain eligibility, benefits, claim status, secure messaging, EPA, Interactive Care Review and fee schedules.	www.availity.com 1-800-AVAILITY(282-4548) M-F - 5a.m. to 4p.m. PST
Behavioral Health Network Relations California: Contracting support for Participating Providers and Groups.	BHNetworks@anthem.com BHN Resource Page: www.anthem.com/ca > Providers > Learn More > Behavioral Health Provider Resources
BlueCard - Out of Area: The mechanism by which Anthem Blue Cross, as the host plan, arranges for payment of care rendered to Blue Cross and/or Blue Shield Covered Individuals of out-of-state plans by the health care professional.	Eligibility & Membership: (800) 676-BLUE (2583) Claims Status: (800) 444-2726 BlueCard Doctor & Hospital Finder: (800) 810-2583 or http://www.bcbs.com
CA Contract Support - (Network Relations) California - Support for Participating Physicians, Hospitals, Primary Medical Groups & Ancillary Providers. Applications for physicians interested in joining the PPO Network: www.anthem.com/ca >Providers>Enter>Join our Networks.	California contractual support: CAContractSupport@anthem.com Physicians interested in joining our network, or to check the status of an application previously submitted: CAPhysicianApp@anthem.com
CA Medicaid Health Plan: Administers Medicaid Managed Care Programs for California.	Medi-Cal: (800) 407-4627 Medi-Cal (LA Care Only): (888) 285-7801 Major Risk Medical Insurance Program (MRMIP)/ Medi-Cal Access Program: (formerly known as AIM): (877) 687-0549 Case Management: Contact appropriate number above Regional Health Plans: Central: (877) 811-3113, Northern: (888) 252-6331 Southern: (866) 465-2272
CA Medicaid Health Plan Utilization Management Prior- Authorizations	CA Medicaid: (888) 831-2246 - Option 3 Alternate Number: (877) 273-4193 - Option 2 Fax for all UM Prior Authorizations: (800) 754-4708 Medical injectable requests go to pharmacy: (866) 363-4126 Fax: (888) 708-2584
Case Management - Commercial: A collaborative process of Covered Individual advocacy that evaluates, develops, implements, and coordinates options, resources and services.	Referrals: (888) 613-1130 Transplant Oncology: (888) 574-7215 Fax: (877) 264-4540
Claims & Correspondence: With the exception of Dental, Pharmacy, Federal Employee Program (FEP), and Third Party Administrator (TPA) are listed separately.	Mailing Address: Anthem Blue Cross PO Box 60007 Los Angeles, CA 90060-0007
E-Solutions: Electronic claims submission for Institutional, Medical & Dental only. ERA (835 electronic remittance advice) with no EFT request.	www.anthem.com/edi - select California (800) 470-9630 M-F 8a.m. to 4:30p.m. PST Email: E-Solutions.Support@anthem.com
Employee Assistance Program (EAP) Networks: Contracts and manages the National EAP network in all 50 states plus the District of Columbia, Puerto Rico, US Virgin Islands and Guam.	www.AnthemEAP.com Fax: (888) 438-7957 M-F - 8a.m. to 5p.m. Email: EAPPProviderNetworks@Anthem.com
Federal Employee Program (FEP): A FFS Plan funded by the government, for Postal and Non Postal Federal employees and their covered dependants. Facility claims are managed by Anthem Blue Cross and Professional Claims are managed by Blue Shield.	http://www.fepblue.org Facility Claims (Anthem Blue Cross): (800) 322-7319 PO Box 70000 Van Nuys, CA 91470 - attn: FEP Inpatient Hospital Pre-Auth: (800) 633-4581 Professional Claims Customer Service (Blue Shield): (800) 824-8839
Financial Operations: Overpayment recovery.	Send overpayment checks to: Overpayment Recovery - P.O. Box 92420 Cleveland, OH 44193 Send overpayment correspondence to: PO Box 4194 Woodland Hills, CA 91367 (818) 234-3289
Grievance & Appeals: Formal dispute process for a claim that has already been processed or when you disagree with the final determination made on a claim or clinical review. PDR form is found on www.anthem.com/ca >Provider Home>Answers@Anthem>Provider Forms.	Mailing Address: Grievances & Appeals Department PO Box 60007 Los Angeles, CA 90060-0007

Service Departments:	Contact information:
Health Insurance Marketplaces a.k.a. Exchanges	Benefits, eligibility, claims: Provider: (855)-854-1438 ~ Member: 855-453-7031 Contracting inquiries: CAContractSupport@anthem.com Covered California Marketplace information: http://www.coveredca.com/ UM Pre-Authorization: (800) 274-7767
Language Assistance Program	Translation of materials: Members contact (888) 254-2721 Providers contact on members behalf: (800) 677- 6669 Interpretation: Instruct members to contact number on back of ID card. Providers: (800) 677-6669, request to speak to an interpreter.
Pharmacy: Pharmacy benefit verification	Select "Member" option to verify eligibility & benefits for standard and specialty medications (800) 700-2541 M-F 8a.m. to 5p.m. PST
ProviderAccess®: Secure portal for proprietary information. e.g. Provider Manuals, Pricing, State Sponsored Plan Fee Schedule, ASC Grouper List, Medical Policies, Mental Health Fee Schedule, Medical Policies, Provider Forms, etc.	ProviderAccess® Web Site: https://provider2.anthem.com/wps/portal/ebpmybcc For ProviderAccess Account Administrator change requests, complete the ProviderAccess Account Administrator Change Form and the ProviderAccess Account Agreement and email <u>BOTH completed forms</u> to: provideraccess.pins@anthem.com or fax them to: (818) 234-8926 for processing. Both forms are located on the Anthem Blue Cross website at www.anthem.com/ca > select: <i>Providers > Provider Home > Answers @ Anthem > Provider Forms.</i> Anthem Web Support offers technical support for utilizing portal tools, password resets, access issues and support for ProviderAccess® registration: provideraccess.pins@anthem.com (866) 755-2680 M-F 5a.m. to 5p.m. PST
Provider Care: Benefit, eligibility & claims questions & issues. Grievance & Appeals Inquires.	Please refer to the service numbers on the back of the Member ID Card
Provider Data Management: Facilitates the data maintenance of provider information for Medical Groups, Facility Providers, Physicians & Ancillary Network Providers, California Behavioral Health Network providers and Professional providers.	ProviderDatabaseAnthem@Anthem.com Fax: (818) 234-2836 To notify Anthem Blue Cross of any demographic changes, physicians can submit the following forms: Physician Change Form or Institutional Change Form . Both forms are located on the Anthem Blue Cross website: www.anthem.com/ca > select: Providers > Provider Home > Answers @ Anthem > Provider Forms.
Provider Network Education & e-Solutions: Provider Training, Seminars, Webinars, e-Courses, Communications and Job Aids.	network.education@anthem.com (818) 234-1016 Fax: (818) 234-8959
Senior Services Medicare Advantage Blue Cross Senior Secure (HMO)	(888) 230-7338 M-F 5a.m. to 8p.m. PST
Senior Services Medicare Advantage Anthem Medicare Preferred (PPO)	(877) 811-3107 M-F 5a.m. to 8p.m. PST
Senior Services Medicare Supplement	(800) 333-3883
Specialty Pharmacy Medical Management: Medical Benefit Inquires only. Anthem UM Services	(800) 274-7767- Option 4 M-F 7:30a.m. to 5p.m. PST Fax: (866) 408-7195
Third Party Administrator (TPA) Groups: The Network Leasing Arrangements listing can be found on ProviderAccess® under <i>News & Information > Network Leasing Arrangements.</i>	Contractual issues, allowable charges, etc. - (800) 688-3828 Send claims to the address on the member's ID card. For claims status and eligibility, call the customer service number on the back of the member's ID card.
Third Party Liability (TPL) Claims	Meridian - 800-645-9785 www.meridianresource.com/subro.html
Transition Assistance & Second Opinion: Review of Continuity of Care requests for eligible New Enrollees and those effected by Network Disruption. Review of Second Opinion requests to providers outside HMO members Medical Group.	To initiate requests, call the customer service number on the back of the member's identification card. (888) 486-4227 Fax: (877) 214-1781 (To fax completed forms)
Utilization Management: A process to ensure the delivery of medically necessary, optimally achievable, quality patient care through appropriate utilization of resources in a cost effective and timely manner.	Anthem Blue Cross members (Local Plan): (800) 274-7767 CalPERS: (800) 451-6780 National: (866) 470-6244 Fax for Local Plans, CalPers and National: (866) 815-0839 Specialty Pharmacy (medical benefit): (866) 580-5293 Fax: (866) 408-7195
Workers' Compensation	AWCCustomerRelations@anthem.com Medical Provider Network: (866) 700-2168 Claims: (855) 766-3719