

Experience the difference: Your Provider Experience team

This communication applies to the Medicaid program from Anthem Blue Cross and Blue Shield Healthcare Solutions and the Medicare Advantage and Commercial programs from Anthem Blue Cross and Blue Shield (Anthem) in Nevada.

Did you know that Provider Relations has been redesigned into the Provider Experience team?

What's new?

- Provider Experience works all lines of business: Commercial, Medicaid, and Medicare.
- Provider Experience now focuses on two things:
 1. Education and training:
 - Onboarding for new providers
 - Appropriate channels for claim questions
 - Provider self-service tools on Availity*
 - How to submit demographic changes for the provider and/or organization
 - Ensuring providers remain up to date about what's new
 2. Assisting in issue resolution by:
 - Responding to inquiries within 48 to 72 hours
 - Increasing focus on understanding and resolving inquiries
 - Bettering service across all lines of business to reduce points of contact
 - Helping providers when issues are not resolved through standard processes

Need to reach us? Provider Experience has an easy-to-use **Contact Us** page

Not sure who your Provider Experience consultant is? Don't worry!

We have a new tool that allows you to submit questions to our team directly at <https://providers.anthem.com/nevada-provider/contact-us/email>.

Your question will be automatically routed to a Provider Experience consultant, who will assist you within 48 hours.

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield.