

## Quick contact guide (QCG)

### Availity Essentials

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

- Authorizations
- Carelon Medical Benefits Management, Inc.
- Claims status application
- Clinical documentation lookup
- Eligibility and benefits
- Medical attachments
- Member certificate booklet
- Multi-payer access
- Provider data management
- Remittance advice
- Roster automation
- Secure messaging
- Submit claims

### Payer Spaces:

- Alerts hub
- Authorization look-up tool
- Chat with payer
- Clear claim connection
- Custom learning center
- Fee schedule
- Preference center
- Provider digital RFAI progress dashboard
- Provider enrollment
- Provider online reporting
- Remittance inquiry
- Total member view (TMV)

### Availity Client Services:

Obtain eligibility, benefits, claim status, secure messaging, and authorizations through Interactive Care Reviewer

EDI (Electronic Data Interchange): Electronic submission for claims and Encounter Data

Website address: <https://Availity.com>

Availity Client Services:

**800-282-4548**

Monday to Friday, 5:00 a.m. to 5:00 p.m. PT

### California — joining the network

To request participation for a new provider or practitioner, even if joining an existing practice, providers or practitioners must first begin the application process.

Go to <https://anthem.com/ca/provider>, select **For Providers**. Under the *Join our Network* heading, select the **Getting Started with Anthem** link. Next, select **Begin Application**.

To check the status of a submitted application: Log in to <https://Availity.com> and search the dashboard to find the status of the application.

### Provider data management and roster upload

Provider Data Solutions: Facilitates the data maintenance of provider information for providers, facility providers, physicians, and ancillary network providers, California Behavioral Health Network providers, and professional providers

Anthem uses the Provider Data Management (PDM) application on Availity Essentials to verify and initiate care provider demographic change requests for all professional and facility care providers.

Availity Essentials PDM is now the intake application for care providers to submit demographic change requests, including roster uploads. Availity Essentials PDM replaced all other intake channels for demographic change requests and roster submissions. Website address: <https://Availity.com>

## Service departments

**American Specialty Health (ASH)**  
**800-678-9133**

### **Ancillary — California Enterprise Ancillary Contract Support**

Ambulance, audiology, cardiac event monitoring, dialysis, DME, hearing aid dispensers, home health, home infusion, hospice, lab, outpatient therapy (PT/OT/ST), skilled nursing facilities

Email: [EnterpriseAncillary@anthem.com](mailto:EnterpriseAncillary@anthem.com)

### **Anthem provider website**

Website address: <https://anthem.com/ca/provider>

### **Anthem HMO Clinical Ops Utilization Management (UM) Department**

- **866-757-8211**
- **866-461-2401** (fax)

### **Away from Home Care**

Email: [afhc.help@bcbsa.com](mailto:afhc.help@bcbsa.com)

Away from Home Care Blue Cross Blue Shield Association

200 East Randolph Street  
Chicago, IL 60601-6400

Care Management/Utilization Review  
(includes Behavioral Health)

**800-274-7767**

Anthem Review Center Pre-Service Hospital Admissions  
P.O. Box 4137  
Woodland Hills, CA 91365-4137

### **California provider relationship**

Behavioral health (BH) — contract support for participating (already contracted) BH and applied behavior analysis (ABA) providers (individuals and groups) and the facility.

Medical — contract support for participating (already contracted) physicians, hospitals, and primary medical groups:

- Go to Contact Us and make a choice in the Select a Category dropdown.

**CalPERS Customer Service**  
**877-737-7776**

### **Case Management/Disease Management**

Commercial HMO Anthem referrals:

- **888-613-1130**
- **800-947-4074** (fax)

### **Case Management**

P.O. Box 4307

Woodland Hills, CA 91365-4037

### **Claims and correspondence:**

Claims and correspondence should be sent via Federal Express, registered mail, or certified mail to:

Anthem /Name of Product c/o Exela Technologies  
P.O. Box 60007  
Los Angeles, CA 90060-0007

### **Facility Claims (Anthem):**

**800-322-7319**

P.O. Box 105557, Atlanta, GA 30348-5557  
Federal Employee Program (FEP)  
Website address: <https://Fepblue.org>

### **Finance**

Anthem Attn: HMO Finance — Oversight 21215  
Burbank Blvd Mailstop:  
CA9304-L04E Woodland Hills, CA 91367

Financial operations: overpayment recovery  
Large group, individual, and small group plans:

**818-234-3289**

BlueCard: **800-444-2726**

Medicare Advantage: **818-234-3289**

FEP: **800-824-8839**

## Grievances and Appeals Department

Provider Dispute Resolution (PDR) Form on <https://anthem.com/ca/provider>.

CalPERS only:

Anthem Grievances and Appeals Department  
P.O. Box 60007  
Los Angeles, CA 90060-0007

Members, Behavioral Health, Anthem  
Grievances and Appeals Department  
P.O. Box 4310 Woodland Hills, CA 91365-4310

- **800-365-0609**
- **866-333-4823** (TDD)
- **877-551-6183** (fax) Members
- **877-487-7394** (fax) Behavioral Health

Expedited appeals:

**855-211-3699** (fax)

Medicare Grievances and Appeals Department  
Anthem

Medicare Complaints

4361 Irwin Simpson Rd OH0102-C535

Mason, OH 45040

Member Services number on the back of the  
Member ID card

**888-458-1406** (fax)

## Health Insurance Marketplace (Exchanges)

Behavioral health and medical contracting inquiries:

Please visit the *Contact Us* page on the provider website for self-service tools and up-to-date contact information: <https://www.anthem.com/ca/provider/individual-commercial>

Covered California Marketplace info:

<http://www.coveredca.com/>

Utilization management pre-authorization: **800-274-7767**

Eligibility, benefits, claim status, claim links to secure messaging, and remits

## Inpatient hospital pre-authorization:

**800-633-4581**

## Language Assistance Program

Translation of materials:

- In-person interpretations
- Telephone interpretations

Providers (for office or on the Member's behalf):

**800-677-6669** (request to speak to an interpreter or arrange for in-person interpreter services)

In-person and by telephone interpretation: Instruct Members to contact the number on the back of their Member ID card.

## Pharmacy program

Drug prior authorization requests (PAB):

- **844-474-3347** (fax) — Commercial
- **844-474-6219** (fax) — On Exchange
- **888-223-0550** (fax) — Specialty Pharmacy

Prior authorization request follow-up

(after 45 days): **833-293-0659**

Prescription Drug Plan Member Services Center:

**800-700-2541** Monday to Friday 8:00 a.m. to 5:00 p.m. PT

Prior authorization of pharmacy benefits:

- **866-310-3666**
- **877-327-8009** (fax)
- Drug list: **800-870-5419**

Speech and hearing-impaired assistance:

**800-221-6915** (TDD/TTY)

Medical Specialty pharmacy support (CVS Specialty Pharmacy):

Prescriptions only: Prescription specialty medication can be ordered for delivery at:

**877-254-0015**

**866-336-8479** (fax)

Monday to Friday, 4:30 a.m. to 7:30 p.m. PT;

Saturday, 6:00 a.m. to 10:00 a.m. PT

Paragon Healthcare

3033 W. President George Bush Highway  
Suite 100B

Plano, TX 75075-5752

- **866-906-6560**
- **833-329-4343** (fax)
- **833-912-7848** (Hemo-MSP fax number)

## Provider care:

### • Customer Service for providers

Eligibility, benefit, and claims questions; grievance and appeal inquiries refer to the Member Services number on the back of the Member ID card

### • Provider Services:

Questions on participation status, report misrouted PHI: **800-677-6669**

## Provider education and training

Website address: **Provider education**

This link leads to a list of supplemental education materials (SEMs). SEMs are self-reference tools that offer a complete library of various topics pertinent to Anthem business operations. These SEMs are available in PDF format, making them easy to view, download, or print to share.

## Senior Services Medicare Advantage Anthem Medicare Preferred (PPO):

**877-811-3107** Monday to Friday 5:00 a.m.  
to 8:00 p.m. PT

## Senior Services Medicare Supplement: 800-333-3883

## Specialty Pharmacy (medical benefit):

- **866-580-5293**
- **866-408-7195** (fax)

## Transgender Service Requests (for California local Commercial plans)

- **855-484-4930**
- **866-461-2401** (fax)

## Transplant and Specialty Services Department

- **888-574-7215**
- **866-255-2471** (fax)

13550 Triton Park Blvd.  
Mail point: KY0304-A670  
Louisville, KY 40223

## Transition assistance and second opinion:

Review of continuity of care (COC)/transition of care (TOC) requests for eligible new enrollees and those affected by network disruption. Review of second opinion requests to providers outside of the HMO Members' assigned provider.

To initiate requests, call the Member Services number on the back of the Member ID card.

Medical COC/TOC and second opinions:

- **888-486-4227**
- **877-376-0430** second opinion (fax)
- **877-214-1781 TA** (fax)

Applied Behavior Analysis (ABA) COC/TOC:

- **866-582-2287** (fax)

Behavioral Health COC/TOC:

- **800-274-7767**
- **877-521-4787** (fax)

## Utilization Management

- Anthem Members (local plan): **800-274-7767**
- CalPERS: **800-451-6780**
- National: **866-470-6244**
- For local plans, CalPERS, and National: **866-815-0839** (fax)

## Workers compensation:

Email: [AWCCustomerRelations@anthem.com](mailto:AWCCustomerRelations@anthem.com)

Medical Provider Network: **866-700-2168**

<https://anthem.com/ca/provider>

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

Medicaid coverage provided by Anthem Blue Cross, trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County. Medicare Advantage coverage provided by Anthem Blue Cross, trade name of Blue Cross of California and Blue Cross of California Partnership Plan, Inc., and Anthem BC Health Insurance Company, trade name of Anthem Insurance Companies, Inc. Anthem Blue Cross, Blue Cross of California Partnership Plan, Inc., Anthem Blue Cross Life and Health Insurance Company, and Anthem BC Health Insurance Company are independent licensees of the Blue Cross Association. Commercial coverage provided by Anthem Blue Cross, trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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