

# Important Anthem Blue Cross and Blue Shield (Anthem) contact information

Effective January 2021



Serving Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect

## Provider Services

### If you have provider questions or claims issues:

Hoosier Healthwise	Phone: 1-866-408-6132 Fax: 1-800-406-2803
Healthy Indiana Plan (HIP)	Phone: 1-844-533-1995 Fax: 1-800-406-2803
Hoosier Care Connect	Phone: 1-844-284-1798 Fax: 1-800-406-2803

### Prior authorizations – Phone

#### Utilization Management, Behavioral Health and Pharmacy

Hoosier Healthwise	1-866-408-6132
HIP	1-844-533-1995
Hoosier Care Connect	1-844-284-1798

### Prior authorizations – Fax

#### Utilization Management

- Physical health inpatient and outpatient services: 1-866-406-2803
- Concurrent reviews for inpatient, skilled nursing facility, long-term acute care hospital and acute inpatient rehabilitation: 1-844-765-5156
- Outpatient, such as DME, pain management, home health care, orthotics, formula, speech therapy, occupational therapy and physical therapy: 1-844-765-5157

#### Pharmacy

- Prescriptions: 1-844-864-7860
- Medical injectables: 1-888-209-7838

#### Behavioral Health

- Inpatient: 1-844-452-8074
- Outpatient: 1-844-456-2698

## Other important numbers

### Vision

- Phone: 1-877-235-5317

### Dental

- Phone: 1-855-453-5286

### Indiana Provider Network Solutions

- Phone: 1-800-455-6805

### Anthem Electronic Data Interchange Solutions Helpdesk

- Phone: 1-800-470-9630

### Case Management referrals/Right Choices Program

- Phone: 1-866-902-1690
- Fax: 1-855-417-1289

### Grievances and Appeals

Hoosier Healthwise	Phone: 1-866-408-6132 Fax: 1-855-535-7445
HIP	Phone: 1-844-533-1995 Fax: 1-855-535-7445
Hoosier Care Connect	Phone: 1-844-284-1798 Fax: 1-855-535-7445

## State of Indiana

### Helplines

Hoosier Healthwise	Phone: 1-800-889-9949
HIP	Phone: 1-877-GET-HIP-9 (1-877-438-4479)
Hoosier Care Connect	Phone: 1-866-963-7383

### Vaccines for Children Program

- Phone: 1-800-701-0704

### Indiana Tobacco Quitline

- Phone: 1-800-QUITNOW  
(1-800-784-8669)

## Member Services

### If you have member questions or need interpreter services

Hoosier Healthwise and HIP Phone: 1-866-408-6131  
TTY: 711

Hoosier Care Connect Phone: 1-844-284-1797  
TTY: 711

### 24/7 NurseLine

Hoosier Healthwise and HIP Phone: 1-866-408-6131  
TTY: 711

Hoosier Care Connect Phone: 1-844-284-1797  
TTY: 711

### Transportation

Hoosier Healthwise, HIP and Hoosier Care Connect Phone: 1-844-772-6632  
TTY: 1-888-238-9816

### Dental

Hoosier Healthwise, HIP and Hoosier Care Connect Phone: 1-888-291-3762  
TTY: 1-800-466-7566

### Vision

Hoosier Healthwise and HIP Phone: 1-866-866-5641  
TTY: 1-800-428-4833

Hoosier Care Connect Phone: 1-877-478-7561  
TTY: 1-800-428-4833

## Anthem addresses

### Claims:

Anthem Blue Cross and Blue Shield  
Claims  
Mail stop: IN999  
P.O. Box 61010  
Virginia Beach, VA 23466

### Corrected claims and correspondence:

Anthem Blue Cross and Blue Shield  
Corrected Claims and Correspondence  
P.O. Box 61599  
Virginia Beach, VA 23466

### Provider disputes and appeals:

Anthem Blue Cross and Blue Shield  
Provider Disputes and Appeals  
P.O. Box 61599  
Virginia Beach, VA 23466

### Member appeals and grievances:

Anthem Blue Cross and Blue Shield  
Member Appeals and Grievances  
P.O. Box 62429  
Virginia Beach, VA 23466

For additional information, refer to the  
*Anthem Blue Cross and Blue Shield  
Indiana Medicaid Provider Manual* or  
visit [www.anthem.com/inmedicaiddoc](http://www.anthem.com/inmedicaiddoc).

## [www.anthem.com/inmedicaiddoc](http://www.anthem.com/inmedicaiddoc)

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