

# Important Anthem Blue Cross and Blue Shield (Anthem) Contact Information

Effective February 2018



Serving Hoosier Healthwise,  
Healthy Indiana Plan and Hoosier Care Connect

## Provider Services

For provider questions and 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: 1-877-434-7578
- Outpatient: 1-866-877-5229

## Other important numbers

### Vision

- Phone: 1-800-615-1883

### 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

For member questions and 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

- Phone: 1-844-772-6632
- TTY: 1-866-288-3133

### 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

### Anthem Blue Cross and Blue Shield Claims

Mail stop: IN999

P.O. Box 61010

Virginia Beach, VA 23466

### Anthem Blue Cross and Blue Shield Corrected Claims and Correspondence

P.O. Box 61599

Virginia Beach, VA 23466

### Anthem Blue Cross and Blue Shield Provider Disputes and Appeals

P.O. Box 61599

Virginia Beach, VA 23466

### Anthem Blue Cross and Blue Shield Member Appeals and Grievances

P.O. Box 62429

Virginia Beach, VA 23466

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

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