

Contact quick reference guide

Indiana | Anthem Blue Cross and Blue Shield | Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging • Medicare Advantage • Commercial

Availity Essentials

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

- Authorization and referrals
- Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Learning library
- Link to Caelon Medical Benefits Management, Inc. (formerly AIM Specialty Health)
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Remittance advice

Network contracting

Provider requests and updates should be sent via the Anthem provider enrollment applications below:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment. Reference [Join Our Network](#) for directions.
- If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation. Reference: [Provider Maintenance](#) for directions.

Provider education and training

Our dynamic online [Learning Hub \(on24.com\)](#) has training courses, on-demand webinar replays, demonstration videos, and more.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

Health Care Networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- **Commercial:** Go to [Contact Us](#) and make a choice in the *Resource Categories* dropdown.

Caelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc. Independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

INBCBS-CDCRCM-077652-25 | March 2025

<p>Availity Client Services (Availity.my.site.com) provides customer support for Availity users.</p> <p>Electronic funds transfer (EFT) and electronic remittance advice (ERA) All changes to EFT/ERA can be made in Availity Essentials.</p> <p>SOAP (Subjective Objective Assessment Plan) notes and medical records:</p> <ul style="list-style-type: none"> Inovalon ONE® Platform: Converged Patient Assessment (inovalon.com) or fax to 866-682-6680. Help Desk: 877-448-8125 <p>Precertification Log in to https://Availity.com and select Auths and Referrals.</p> <p>888-730-2817: Carelon Medical Benefits Management phone</p> <p>800-252-2021: Carelon Medical Benefits Management web help desk</p> <p>Central peer-to-peer review 888-870-9342</p> <p>Anthem Medical Policies <i>Medical Policies & Clinical UM Guidelines</i></p>	<p>Professional providers who wish to add a network to their existing Anthem agreement should email the following information to anthem.indiana@anthem.com:</p> <ul style="list-style-type: none"> Group name TIN Group NPI Primary practice address (including county) Network(s) you wish to add Name and contact phone number <p>Facilities (including behavioral health facilities) that want to contract with us or make a change to their existing contract (such as adding a network) should email the following information to indianaprovidersolutionsmail@anthem.com:</p> <ul style="list-style-type: none"> Organization/facility name IRS <i>Form W-9</i> or TIN Organization/facility NPI Network(s) you wish to add Name and contact phone number <p>IRS Form 1099 requests Email 1099dept@anthem.com or call 888-246-4893.</p> <p>Refund address P.O. Box 73651 Cleveland, OH 44193</p> <p>Audit vendors Refer to the letter the audit vendor sent for their contact information.</p>	<ul style="list-style-type: none"> Federal and state plans: Go to our contacts page. <p>Enhanced Personal Health Care program For information about this payment innovation program, email INEPHC@anthem.com.</p> <p>Provider resources On our Commercial/Medicare Advantage site or Medicaid site, you can find our:</p> <ul style="list-style-type: none"> Provider manual Reimbursement policies <i>Clinical Practice Guidelines</i> <p>Provider forms:</p> <ul style="list-style-type: none"> Commercial/Medicare Advantage Provider Forms & Guides Medicaid Forms
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Commercial — Case Management (CM) 888-662-0939	Pharmacy Pharmacy Information for Providers Dental provider services 866-947-9398 BlueView Vision Provider Services 866-723-0515	
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Product table

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services or Customer Service	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Customer Service for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Local products Blue Access Blue Preferred Blue Traditional	800-345-4344	Eligibility, benefits, claim status, claim. Links to secure messaging and remits	Medical claims Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187 Fax: 800-376-0247	Anthem Blue Cross and Blue Shield Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Blue Cross and Blue Shield Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: 877-814-4803 Radiology preapproval: 800-554-0580 BH preapproval: 866-582-2293 CM: 888-662-0939 Recovery: 800-345-7029

Indiana HealthSync products						
Anthem HealthSync HMO/POS	800-345-4344	Eligibility, benefits, claim status, claim links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: 877-814-4803 Radiology preapproval: 800-554-0580 BH preapproval: 866-582-2293 CM: 888-662-0939
Exchange						
Anthem Essential (previously known as Pathway Essentials)	800-676-2583	Eligibility, benefits, claim status, claim links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Blue Cross and Blue Shield Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: 877-814-4803

Anthem associates						
HRA/HSA	877-875-1223	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Appeals P.O. Box 105568 Atlanta, GA 30348 Or fax: 877-876-4992	Anthem Blue Cross and Blue Shield Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: 877-875-1223 UM fax: 888-438-7061 Rx preapproval fax: 866-310-3666 Rx mail order: 866-413-0197 AIM: 866-792-1072
BlueCard (Non-Indiana Blue Cross and Blue Shield Members' Plans)						
	Eligibility, benefits, preapproval — route to Home Plan: 800-676-2583 BlueCard Provider Service: 866-594-0521 BlueCard claim status: 866-594-0521	Information dependent upon availability from Blue Plan's front-end system	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield ITS/Blue Card Dept. P.O. Box 105557 Atlanta, GA 30348-5557	800-676-BLUE (2583)	800-676-BLUE (2583)

Federal Employee Program (FEP)						
Federal employee Program (FEP) (R88888888)	800-382-5520	Eligibility, benefits, claim status (high-level)	Anthem Blue Cross and Blue Shield Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Blue Cross and Blue Shield Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Health Plan Reference - IN COPY Finance Dept. 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 CM: 800-711-2225
Senior services						
Medicare Supplement products	866-649-2033	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 Fax: 888-859-3046	Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	No preapproval for Medicare supplement plans.

<p>Medicare Advantage Individual</p> <p>Anthem MediBlue Access (PPO)</p> <p>Anthem MediBlue Plus (HMO)</p> <p>Anthem MediBlue Dual Advantage (HMO SNP)</p> <p>Anthem MediBlue Access (Regional PPO)</p>	<p>844-421-5662 (applies to all prefixes)</p> <p>Post acute: 844-411-9622</p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187</p>	<p>Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040</p>	<p>Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177</p>	<p>CM: 866-797-9884</p>
State-sponsored business plans						
<p>Healthy Indiana Plan (HIP)</p>	<p>Provider Services and pharmacy: 844-533-1995</p> <p>Dental: 855-453-5286</p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466</p>	<p>Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466</p>	<p>HIP: CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193</p>	<p>UM and behavioral health: 844-533-1995</p> <p>Carelon Medical Benefits Management: 844-767-8158</p>

Hoosier Healthwise (HHW)	Provider Services and pharmacy: 866-408-6132 Dental: 855-453-5286	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193	UM and behavioral health: 866-408_6132 Carelon Medical Benefits Management: 844-767-8158
Hoosier Care Connect (HCC)	Provider Services and pharmacy: 844-284-1798 Dental: 855-453-5286	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193	UM and behavioral health: 866-408-6132 Carelon Medical Benefits Management: 844-767-8158
Indiana PathWays for Aging (LTSS)	Provider Services: 833-569-4739 Dental LTSS: 866-291-3762 Pharmacy: 844-691-2487	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466	Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466	Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193	UM and behavioral health: 866-408-6132 Carelon Medical Benefits Management: 844-767-8158



Email is the quickest and most direct way to receive important information from us.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the left or via our online form:

<http://anthem.ly/signup-abcbs-in>.