

## New Strategic Provider System will launch in August 2022

*This communication applies to the Commercial, Medicaid, and Medicare Advantage programs from Anthem Blue Cross and Blue Shield (Anthem) in Indiana.*

### Summary of change

In August 2022, Anthem will replace its current internal provider demographic management system with a new Strategic Provider System (SPS). This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience. New system features will strengthen our ability to match submitted claims for more accurate pricing and processing.

### System upgrades special notice

During the first phase of our improvements, Anthem will implement system upgrades August 1, 2022, through August 8, 2022. Provider updates submitted during this period will be processed after August 8, 2022. We appreciate your patience as we upgrade our systems.

### Next steps: new Provider Data Management coming soon

Beginning in October 2022, the second phase of our improvement initiative will be integration with Availity's\* Provider Data Management (PDM) functionality, which will roll out in phases. This single, easy-to-use website will allow providers to view, maintain, update, and attest to the accuracy of provider demographic information for Anthem. The Availity Portal will enable providers to complete required verifications online through a simplified quick verification procedure — eliminating the need to fax, email, or use separate online forms. This service will replace the way you currently send Anthem your demographic updates.

### Get ready for the change today

If your organization is not already registered on the Availity Portal, we strongly encourage you to get started right away. Your organization's designated administrator can go to <https://www.availity.com> to register and find other helpful information about using Availity. Availity is Anthem's secure provider website platform where providers can enjoy the convenience of digital transactions, including prior authorization submissions, claims submission, and benefit and eligibility look-up.

If you have questions about Availity, call **800-AVAILITY (800-282-4548)**.

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

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Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect 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.