



Provider quick reference guide: self-service tools

This guide was created to help providers work with Anthem Blue Cross and Blue Shield (Anthem). This communication applies to the Medicare Advantage and Commercial lines of business in Kentucky.

Self-service tools	
Public website: https://www.anthem.com/provider	
<i>Commercial:</i> The provider public website is designed to make navigation easy and more useful for Providers. The website holds timely and important information to assist providers. Go to www.anthem.com > Providers. Includes Provider Forms, Provider Manual, Policies, EDI information, Education and Training, Provider News, Contact Us information, Credentialing information, plus more.	
Provider forms/guides: Various guides and forms are available under the following headings at www.anthem.com > Providers > Forms & Guides:	
<ul style="list-style-type: none">• Demographic updates: <i>Provider Maintenance Form</i> https://www.anthem.com/provider/provider-maintenance-form/?cnslocale=en_US_ky• Claim questions/issue resolution: <i>Provider Claim Questions / Issue Resolution Process Flow for Commercial Members / Provider Claim Questions/Issue Resolution Process Flow for Medicare Advantage / Provider claim questions/issue resolution process flow - Medicaid members</i>• https://www11.anthem.com/provider/oh/f5/s2/t0/pw_ad094071.pdf?refer=ahpprovider&state=ky• Claim adjustment: <i>Claim Action Request Form</i>• Claim appeal requests: <i>Provider Dispute Resolution Form</i>	
<i>Medicare:</i> https://www.anthem.com/medicareprovider	
Availity Portal: * Availity.com	Availity Client Services: 1-800-AVAILITY (1-800-282-4548)
<i>Commercial/Medicare</i>	
There are an array of valuable online tools through the Availity Portal , a secure multi-health plan portal. Please refer to the <i>Provider Digital Engagement Supplement</i> to learn more about our efforts to go digital. To access the <i>Provider Digital Engagement Supplement</i> , go to https://www.availity.com , select Payer Spaces , Payer tile , Resources (under the Provider Resources column), if needed Select or Change a State at the top right, select Category Digital Tools and scroll to the Provider Digital Engagement Supplement .	
The electronic tools and applications include the secure Provider Portal, Electronic Data Interchange (EDI) and available business-to-business (B2B) application programming interfaces (APIs).	
How to get started:	
<ul style="list-style-type: none">• Learn about Availity Portal Registration.• Learn about the Primary Administrator Duties.	
Chat: Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via https://www.availity.com > Payer Spaces > Payer tile > <i>Applications</i> > Chat with Payer .	
Register for an upcoming webinar session or view a previously recorded webinar:	
<ol style="list-style-type: none">1. Once logged into the Availity Portal, select Help & Training > Get Trained.2. The Availity Learning Center opens in a new browser tab.3. Search the Catalog by (a) webinar title or (b) a keyword to find a session and enroll.<ul style="list-style-type: none">• To find a specific live or recorded session quickly use keywords, for example:<ul style="list-style-type: none">○ Medical Attachments — use keyword <i>medattach</i>○ Claims — use key word <i>claims</i>• Select the Sessions tab to scroll the live session calendar or access a recorded webinar.4. After you enroll, you will receive email with instructions on how to join or access the session.	

* Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield. AIM Specialty Health is an independent company providing some utilization review services on behalf of Anthem Blue Cross and Blue Shield.

Support: If Providers need help, or run into technical difficulties, submit a support ticket through Availity:

1. Log in to Availity at <https://www.availity.com>
2. Select Help & Training > Availity Support
3. Select your organization > Continue
4. Select Contact Support from the top menu bar then Create Case

Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA)
Commercial/Medicare

Type of transaction:	How to register, update or cancel:	For registration related questions, contact:	To resolve issues after registration, including a decline of a registration, contact:
EFT	Use the CAQH® Solutions EnrollHub™	EnrollHub Help Desk at 844-815-9763	Provider Customer Service (PCS) through Chat or the number on the back of the member’s ID card. <ul style="list-style-type: none"> • Note: PCS will engage Provider Experience to resolve, only for registrations that decline because the Provider is loaded incorrectly in our system. PCS will handle all other issues. Note: Providers should allow 2-4 weeks from successful EFT registration before contacting PCS.
ERA	Use Availity (https://www.availity.com) to manage account changes or new registrations for ERAs (835)	Availity Client Services at 1-800-AVAILITY (1-800-282-4548)	Availity Client Services at 1-800-AVAILITY (1-800-282-4548) <i>Note: Please allow 2 to 4 weeks from successful ERA registration.</i>

New provider joining an existing group

Delegated

Commercial/Medicare: Provider submits roster through **Provider Maintenance Form** rather than through Availity’s Provider Enrollment application. Under *Organization*, utilize the *Roster of List updates* option.

Non-Delegated

Commercial/Medicare:
Go to www.anthem.com > Choose **your state** > **Providers** > Under the *Join Our Networks* heading, select **Getting Started with Anthem**.

Provider Maintenance Form

Provider Demographic Changes

If you are an existing provider group and wish to make a demographic change such as updating your address or telephone number, or if you would like to remove a practitioner from your practice, please use the following forms by line of business:

Commercial/Medicare: Go to www.anthem.com > Choose your state > Providers > Provider Resources > select **Provider Maintenance**.

Claim questions: accept/reject, follow up, issue resolution

If you have claims-related questions, please reference the documents for preferred resources before reaching out to the Provider Experience Team. The documents below outline the information we will need to assist you in escalating an issue on your behalf.

Commercial: Go to www.anthem.com > Choose your state > Providers > Forms and Guides > select Claim question/issue resolution process for Commercial Members.

Provider Complaint and Appeal Process

Medicare: Go to www.anthem.com > Choose your state > Providers > Forms and Guides > select Claim question/issue resolution process for Medicare Members.

Provider Complaint and Appeal Process

Prior Authorizations

Commercial: The preferred method of submitting a prior authorization is online.

- **Online Submission and/or to check status:** online via the Interactive Care Reviewer (ICR) tool through <https://www.availity.com> > Patient Registration > Authorization and Referrals
 - Educational materials regarding the ICR tool on www.anthem.com > Providers > under the *Claims* heading, select Prior Authorization > Learn more about ICR
 - **Register to attend the next live ICR Webinar**
- **Prior authorization requirements search tool:** online via Availity:
 - <https://www.availity.com> > Payer Spaces > Anthem tile > Applications > Authorization Rules Lookup (*outpatient only*)

<ul style="list-style-type: none"> • Prior authorization lists: The list of pre-certification/pre-authorization requirements can be accessed online. Go to www.anthem.com, and select Providers. Under the <i>Claims</i> heading, select Prior Authorization. Select (State) if needed. Select the appropriate link depending on the type of Member (Separate lists available for Local, Federal Employee Program (FEP) and BlueCard members). • Chat: Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via https://www.availity.com > Payer Spaces > Payer tile > Applications > Chat • By phone, reference the number on the back of the member’s ID card 	
<p><i>Medicare:</i> https://www.anthem.com/medicareprovider</p> <ul style="list-style-type: none"> • Online Submission and/or to check status: online via the Interactive Care Reviewer (ICR) tool through https://www.availity.com > Patient Registration > Authorization and Referrals <ul style="list-style-type: none"> ○ Educational materials regarding the ICR tool on www.anthem.com > Providers > Claims > Prior Authorization > Learn more about ICR ○ Register to attend the next live ICR Webinar • Prior authorization requirements search tool: <ul style="list-style-type: none"> ○ https://www.availity.com > Payer Spaces > Anthem tile > Applications > Precertification Lookup Tool 	
<p>AIM Specialty Health® (AIM)* <i>Commercial/Medicare</i></p>	
<p><i>Commercial/Medicare:</i> For AIM managed programs, ordering and servicing physicians may submit a prior authorization request to AIM in one of the following ways:</p> <ol style="list-style-type: none"> 1. Access AIM <i>ProviderPortals_{SM}</i> directly at www.providerportal.com, available 24/7 to process orders in real-time 2. Access AIM via the Availity Web Portal at https://www.availity.com 3. Call the AIM Specialty Health Call Center toll-free number: 800-554-0580 	
<p>AIM Programs: Visit AIM’s program microsite to find program information, resources, clinical guidelines, interactive tutorials, worksheets & checklists, FAQs, and access to AIM <i>ProviderPortal_{SM}</i></p>	
<p>OptiNet: The <i>OptiNet</i> Registration is an important tool that assists ordering providers in real-time decision support information to enable ordering providers to choose high quality, low-cost imaging providers for their patients. Servicing providers need to complete the <i>OptiNet</i> Registration online.</p>	
<p>AIM Web Support: For support accessing www.providerportal.com or <i>OptiNet</i> registration</p>	<p>800-252-2021</p>
<p>Commercial risk adjustment (CRA) <i>Commercial</i></p>	
<p>Anthem’s CRA Network Education Representative – Questions related to our CRA retrospective or prospective programs.</p>	<p>mary.swanson@anthem.com</p>
<p>Questions related to incentive checks for completed SOAP notes should be directed to our CRA Incentive Team.</p>	<p>CRAIncentives@anthem.com</p>
<p>Provider Experience Team contact information</p>	
<p>Please use normal channels for questions or issue resolution through the Chat feature on Availity or contacting Provider Customer Service on the back of the member’s ID card.</p> <ul style="list-style-type: none"> • Chat: Use the Chat tool to ask a question about prior authorization, appeals status, claims, benefits, eligibility, and more. Access via Availity > Payer Spaces > Payer tile > Applications > Chat <p>If you’ve followed normal channels and require additional assistance, please reference our Provider Experience Team information online at:</p>	
<p><i>Commercial:</i> www.anthem.com > Providers > under the <i>Communications</i> heading, select Contact Us > Meet your Provider Experience Team</p>	
<p><i>Medicare:</i> https://www.anthem.com/medicareprovider</p>	
<p>Provider education and training</p>	
<p><i>Commercial:</i> All of our education and training opportunities are available online at www.anthem.com. Register now by going to www.anthem.com > Providers > under the <i>Communications</i> heading, select Education and Training. Next, select one of the following:</p> <ul style="list-style-type: none"> • Working with Anthem Webinar — usually occurs monthly. The top portion of the page will show <i>Upcoming Events</i> and the bottom portion will show <i>Event Recordings</i>. • Provider Seminars — usually once a year, if upcoming events are available they will be displayed. • Provider Webinars (Usually once a year, if upcoming events are available they will be displayed.) • Register for <i>Provider News</i> via email to ensure you are aware of upcoming education and training opportunities. 	
<p><i>Medicare:</i> https://www.anthem.com/medicareprovider</p>	

Provider communications/*Provider News* registration

Commercial/Medicare: Register to stay in touch and receive all provider communications and our monthly provider newsletter, *Provider News*, via email. Register now by going to www.anthem.com > Providers > under the Communications > News > **Subscribe now**.

Note: *Provider News* emails will come from Anthem Provider Communications. Add ProviderCommunications@email.anthem.com to your safe sender/recipient list to ensure you will receive our emails.

Medicare: Contact your Provider Experience Consultant to be added to our email distribution list. Communications are also available online at https://www.anthem.com/provider/news/?cnslocale=en_US_ky