

Quick contact guide (QCG)

Availity Essentials

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

- Authorization and referrals
- Live Chat
- Claim Status Listing
- Claims help through secure online messaging
- Digital Documentation Submission (Medical Records, Payment Appeals, etc.)
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and Benefits
- Fee Schedules
- Help and Training Demos
- Link to Caelon Medical Benefits Management, Inc.
- Medical Policies
- Members' ID cards
- Prior Authorization
- Payment Appeal Tool
- Provider Data Management (PDM)
- Review/Change Electronic Funds Transfer (EFT) and Electronic Remittance Advice (ERA)

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- **Join network:** 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> > select Payer Spaces > Anthem > Applications > Provider Enrollment and Network Management to begin the enrollment process.
- **Provider enrollment dashboard:** To review the status of application(s) or submit a new application, visit My Dashboard on <https://Availity.com>.
- **In-network provider:** 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 and/or Roster Upload.
- **Contract change requests:** The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > Anthem > Provider Enrollment and Network Management.

Service departments

Anthem's Medical Management Department

800-441-2411

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Carelon Medical Benefits Management contact info:

NY Provider Relations Email: Provider.relations.NY@carelon.com

Dental: Liberty Dental Vendor

Dental | New York Provider | Individual and Commercial Plans | Anthem

Provider Services 866-947-9398

Enhanced Personal Health Care program

Enhanced Personal Health Care | NY Provider |

Individual and Commercial Plans | Anthem

Healthcare 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.

New York provider forms

Anthem

New York provider resources

Policies, Guidelines, and Manuals | NY Provider |

Individual and Commercial Plans | Anthem

Medicare Advantage | NY Provider |

Individual and Commercial Plans | Anthem

Pharmacy

Pharmacy | NY Provider | Individual and Commercial Plans | Anthem

Prior Authorization

Log in to <https://Availity.com> and select **Authorizations and Referrals**.

Provider education and training

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

Provider forms:

- Commercial/Medicare Advantage **Provider Forms and Guides**
- **Medicaid Forms**

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. Want additional support: Call **800-282-4548** or visit the Contact Us page on Availity Essentials.

Vision: Superior Vision

Superior Vision — Eye Care Professionals

Contact: For general inquiries, authorizations, and order placement, providers can contact **Superior Vision** at **877-235-5317**

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 | Availity Essentials | Paper claims address | Appeals address | Provider refunds (Contact Provider Services for the address) | Preapproval/ Case Management (CM) |
|---|---|---|--|---|--|--|
| Local products Blue Access Blue Preferred Blue Traditional | Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits For questions on access and registration, call Availity Client Services 800-282-4548 | Anthem Attn: Medical Claim P.O. Box 1407 Church Street Station, New York City, NY 10008-1407 | Claim Payment Dispute Anthem Attn: Claim Payment Dispute P.O. Box 1407, Church Street Station New York City, NY 10008 Clinical Appeal Anthem Attn: Appeals Department P.O. Box 5063 Middletown, NY 10940 800-634-5605 | Provider Services Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Anthem's Medical Management Department 800-441-2411 |
| BlueCard | Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits For questions on access and registration, call Availity Client Services 800-282-4548 | Anthem Attn: Medical Claim P.O. Box 3877 Church Street Station, New York City, NY 10008-3877 | Claim Payment Dispute Anthem Attn: Claim Payment Dispute P.O. Box 3877, Church Street Station, New York City, NY 10008 Clinical Appeal Anthem Attn: Appeals Department P.O. Box 5063 Middletown, NY 10940 800-634-5605 | Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Anthem's Medical Management Department 800-441-2411 |
| Medicare Advantage | Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits For questions on access and registration, call Availity Client Services 800-282-4548 | Anthem Attn: Medical Claim P.O. Box 3877 Church Street Station, New York City, NY 10008-3877 | Medicare Complaints, Appeals, and Grievances (MCAG) Attn: Medical Necessity Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, Ohio 45040 AND Medicare Payment Dispute Unit Anthem P.O. Box 1407 Church Street Station New York City, NY 10008-1407 | Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Access Authorizations and Referrals via Availity Essentials (https://Availity.com) . Phone: 833-848-8730 Follow the prompts to identify yourself as a provider and then follow the prompts to connect to the correct Provider Service team. Fax: 866-959-1537 |

Additional provider resource information:

The following guides can be accessed on <https://anthembluecross.com/ny/provider>. Visit the **Anthem Provider** homepage. Under the Resources menu, select Forms and Guides, then look under the Claims and Appeals section.

- **New York City Account – Claim Submission Guide** – The purpose of this guide is to help determine which insurance carrier to send a Claim to for certain hospital versus medical services.
- **Claim Submission Guide – NY State Health Insurance Program** – The purpose of this guide is to help determine which insurance carrier to send a Claim to for certain hospital versus medical services. To qualify for payment, all services must be medically necessary. This document is specific to New York State Health Insurance Program Members only – Prefix YLS.

| Products | Provider Services | Availity Essentials | Paper claims address | Appeals address | Provider refunds (Contact Provider Services for the address) | Preapproval/ Case Management (CM) |
|--|--|---|--|--|---|--|
| Medicaid CHP HARP MLTC EP Medicare Advantage NY Medicaid Advantage Plus | Provider Services Line/ Member Eligibility/ Precertification (Medical and Behavioral Health): 800-450-8753 | Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits For questions on access and registration, call Availity Client Services 800-282-4548 | Anthem Attn: Medical Claim PO BOX 1407 Church Street Station, New York City, NY 10008-1407 | Claim Payment Dispute Anthem Attn: Claim Payment Dispute P.O. Box 1407, Church Street Station New York City, NY 10008 Clinical Appeal Anthem Attn: Appeals Department P.O. Box 5063 Middletown, NY 10940 800-634-5605 | Provider Services Anthem Attn: Provider Services P.O. Box 1407 Church Street Station New York City, NY 10008-1407 800-992-2583 | Anthem's Medical Management Department 800-441-2411 |

<https://anthembluecross.com/ny/provider>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

To learn more about applying for health insurance, including Medicaid, Child Health Plus, Essential Plan, and Qualified Health Plans through the NY State of Health, The Official Health Plan Marketplace, visit nystateofhealth.ny.gov or call 855-355-5777. Medicaid coverage provided by Anthem Blue Cross and Blue Shield HP, trade name of Anthem HP, LLC. Medicare coverage provided by Anthem Blue Cross and Blue Shield, trade name of Anthem HealthChoice HMO, Inc. and Anthem HealthChoice Assurance, Inc., Anthem Blue Cross and Blue Shield HP, trade name of Anthem HP, LLC., or Anthem Blue Cross and Blue Shield Retiree Solutions, trade name of Anthem Insurance Companies, Inc. Commercial coverage provided by Anthem Blue Cross and Blue Shield, trade name of Anthem HealthChoice HMO, Inc. and Anthem HealthChoice Assurance, Inc., or Anthem Blue Cross and Blue Shield HP, trade name of Anthem HP, LLC. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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