

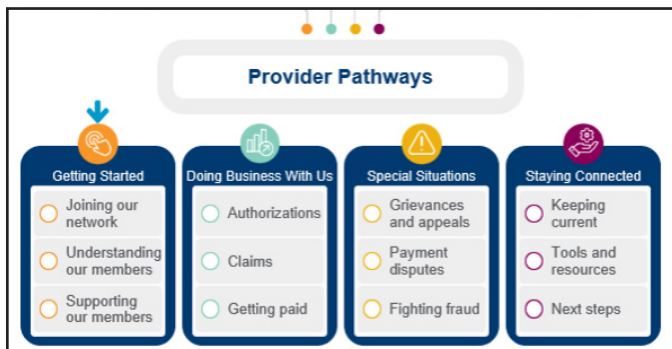


Provider Pathways — eLearning from Anthem Blue Cross and Blue Shield is here!

At Anthem Blue Cross and Blue Shield (Anthem), we value you as a provider in our network. That's why we've redesigned one of the ways we share important information about our tools and resources to make it more useful for you.

Provider Pathways is a 24/7 digital resource that gives a foundation on doing business with Anthem. We are always looking to improve our training methodology and this self-paced offering provides a new approach to an easy, on demand option for sharing information on our most frequently used provider tools and resources. In addition, Provider Pathways eLearning gives you the flexibility for scheduling training for yourself and your staff.

You're in control of your training experience

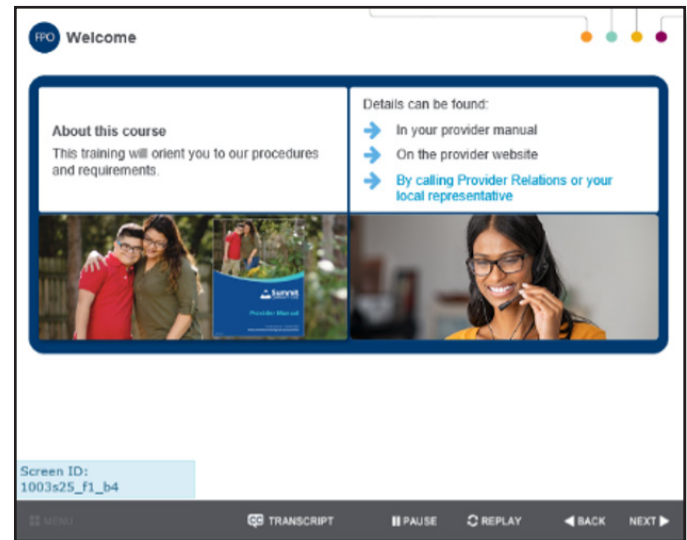


Whether you want to learn more about authorizations or need information on claims, you pick the path and decide the pace.

Provider Pathways includes information on most of our frequently used provider tools and resources, including:

- Joining our network.
- Registering for Availity.*
- Enrolling in Electronic Funds Transfer and Electronic Remittance Advice.
- Checking member eligibility.
- Check claim status or file a claims dispute.
- Check the status of submitted Authorizations or submit an authorization appeal.

eLearning on your schedule



Provider Pathways modules are designed to be informative, easy to navigate, and can be retaken if you need a quick refresher on one or more topics. The modules have both instructor voiceover and transcripts to take you through each lesson. You can pause, replay, or go back whenever you need, giving you the freedom to take lessons at your own speed. Provider Pathways tracks your progress and will remember where you stop when you have to leave and come back later.

Learn more

For your convenience, Provider Pathways is available on the Provider Training Academy portion of the provider website at <https://providers.anthem.com/oh>.

If you have questions about this new provider resource, please reach out to your Provider Experience team at OhioMedicaidProvider@anthem.com.

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

<https://providers.anthem.com/oh>

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