

Quick contact guide (QCG)

Availity Essentials

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

- Authorization and referrals
- Live 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
- Professional Fee Schedules
- Help and Training
- Link to Caredon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services

(<https://Availity.com/customer-support>)

provides customer support for Availity Essentials users.

Electronic funds transfer (EFT) can be managed through EnrollSafe at this link

EnrollSafe at **EnrollSafe** and electronic remittance advice (ERA) can be managed through Availity Essentials at <https://Availity.com>. All changes to EFT/ERA through EnrollSafe at <https://enrollsafe.payeehub.org>

Provider data management and roster upload

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 and/or Roster Upload.

Provider enrollment and network management

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

- 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 and Network Management.
- 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 > our tile > Provider Enrollment and Network Management.

Service departments

[Anthem Coverage and Clinical UM Guidelines](#) [Provider Medical Policies | Anthem.com](#)

[Audit vendors](#)

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

Prospective providers may call **888-511-2743** or visit

<https://www.ashlink.com/ASH/public/Providers/Network/join.aspx>

[Chiropractors](#)

- For enrollment for HealthKeepers and HealthKeepers Plus, please contact American Specialty Health (ASH)
- Prospective providers may call **888-511-2743** or visit <https://www.ashlink.com/ASH/public/Providers/Network/join.aspx>. For general provider inquiries, please call **800-972-4226**.
- For non-HMO business, follow the steps outlined above under **Availity Essentials** for provider enrollment.

[Commercial — Case Management \(CM\)](#) **888-662-0939**

[Enhanced Personal Health Care program](#)

For information about this payment innovation program, email VAEPHC@anthem.com.

You can find:

- Provider manuals.
- Reimbursement policies.
- Coverage and Clinical Practice Guidelines.
- Provider Forms and Guides.

[Healthcare Networks](#)

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

- **Commercial:** Go to [Contact Us | Provider | Individual and Commercial Plans | Anthem](#) and make a choice in the Resource Categories dropdown.
- **Federal and state Medicaid:** [Contact us | HealthKeepers, Inc.](#)
- **Medicare:** Go to [Contact Us | Provider | Individual and Commercial Plans | Anthem](#)

[IRS Form 1099 requests](#)

Email 1099dept@anthem.com or call **888-246-4893**.

[Peer-to-peer review](#) **877-771-9165**

[Pharmacy](#)

- Commercial: [Pharmacy Information for Providers](#)
- Medicaid: [Pharmacy Information | HealthKeepers, Inc.](#)
- Medicare Advantage: [Provider Pharmacy Benefits | Anthem](#)

[Prior Authorization](#)

- Log in to <https://Availity.com> and select **Authorizations and Referrals**.
- **Refer to the phone number on the Inovalon website.**

[Provider education and training](#)

Our dynamic online [Learning Hub \(on24.com\)](#) offers training courses, on-demand webinar replays, demonstration videos, and more on the use of Availity Essentials.

[Provider resources](#)

On our website:

- Commercial and Medicare Advantage: [Providers | Anthem](#)
- Medicaid: [Home | HealthKeepers, Inc.](#)

[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, or contact the Provider Services number on the back of the member's ID card.

Refund address

- **Commercial**

- For checks issued by your practice:

Anthem
VA Recovery
Central Region-CCOA Lockbox
P.O. Box 73651
Cleveland, OH 44193-1177

- For returning checks issued by Anthem:

Anthem
P.O. Box 2740
Richmond, VA 23279-7401

- Overnight delivery address:

Anthem Lockbox 73651
4100 West 150th Street
Cleveland, OH 44135

- **FEP**

- For checks issued either by your practice or Anthem:

Anthem
FEP Recovery
Central Region — CCOA Lockbox
P.O. Box 73651
Cleveland, OH 44193-1177

- **Medicaid**

- HealthKeepers, Inc.

P.O. Box 933657
Atlanta, GA 31193-3657
Medicare Advantage

- Overnight delivery address:

Anthem Lockbox
P.O. Box 933657
Atlanta, GA 31193

- **Medicare Supplement**

- Anthem

P.O. Box 65918
San Antonio, TX 78265-9116

Registered dietitians

for Commercial, Medicare Advantage,
and Medicaid are contracted by American
Specialty Health (ASH).

Routine dental:

- Commercial — please contact DeCare/Anthem dental **866-947-9398**
- Medicaid coverage is mandated through state benefits (DMAS) — **Contact Us | DentaQuest**

Routine vision

Please contact Blue View Vision — **866-723-0515**

Please contact EyeMed —

<https://www.eyemedinfocus.com/InFocusJoin/tabid/25521/Default.aspx>

SOAP (Subjective Objective Assessment Plan) notes and medical records:

- Inovalon ONE® Platform: **Converged Patient Assessment (invalon.com)** or
- Help Desk: **888-914-1500, option 2**

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.	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Large group: <ul style="list-style-type: none"> Anthem Blue Choice Advantage Anthem HealthKeepers Anthem KeyCare (PPO) Anthem POS Advantage One (PPO) Small group: <ul style="list-style-type: none"> Anthem Blue Choice Advantage Anthem HealthKeepers Anthem KeyCare Individuals and families: <ul style="list-style-type: none"> Pathway X Tiered Hospital (HMO and POS) (on exchange) Pathway X Tiered PCP and Hospital (HMO) (on exchange) Anthem KeyCare (EPO) (off exchange) 	Refer to the number on the back of the member's ID card.	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Medical claims Anthem P.O. Box 105187 Atlanta, GA 30348-5187 Fax: 800-376-0247	Anthem Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Refer to the back of the member's ID card.
Anthem associates						
Product names can vary (Verify network on the bottom right-hand corner of the ID card)	800-676-2583 or Refer to the number on the back of the member's ID card	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Refer to the back of the member's ID card.	Anthem Appeals P.O. Box 105568 Atlanta, GA 30348 Or fax: 877-876-4992	Anthem Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: 877-875-1223 UM fax: 888-438-7061 Prescription preapproval fax: 866-310-3666 Prescription mail order: 866-413-0197 AIM: 866-792-1072
BlueCard (Non-Virginia Anthem members' plans)						
BCBS of "Anywhere"	Eligibility, benefits, preapproval — route to Home Plan: 800-676-2583	Eligibility, benefits, claim status, links to secure messaging, and remits (Information dependent upon availability from Blue Plan's front-end system)	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem ITS/Blue Card Dept. P.O. Box 105557 Atlanta, GA 30348-5557	800-676-2583	800-676-2583
Federal Employee Program (FEP)						
Federal Employee Program (FEP) R88888888 (ID#s always start with R followed by 8 numerical digits)	General Inquiries: 804-354-7000 National Information Center: 800-411-2583	Eligibility, benefits, claim status (high-level) https://Availity.com	Anthem Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Federal Employee Program P.O. Box 105557, Atlanta, GA 30348-5557	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 Case Management: 800-711-2225 Care Management: 800-552-6989

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.

Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Senior services					
Anthem Full Dual Advantage 2 (HMO DSNP) — H4694-001 Anthem Full Dual Advantage (HMO DSNP) — H4694-004 Anthem Full Dual Advantage Support (HMO DSNP) — H4694-003 Anthem Dual Advantage (HMO DSNP) — H4694-002 Anthem Dual Advantage (PPO DSNP) — H2441-001 Anthem Kidney Care (HMO POS CSNP) — H3447-033 Anthem Chronic Care (HMO POS CSNP) — H3447-037 Anthem Medicare Advantage 2 (HMO POS) — H3447-025 Anthem Medicare Advantage 3 (HMO POS) — H3447-049; H3447-050; H3447-051; H3447-052 Anthem Medicare Advantage 4 (HMO POS) — H3447-039 Anthem Medicare Advantage (HMO POS) — H3447-013 Anthem Veteran (PPO) — H4909-020 Anthem Medicare Advantage (PPO) — H4909-014 Anthem Medicare Advantage 2 (PPO) — H4909-026	844-421-5662 (applies to all prefixes) Post-acute: 844-411-9622	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 61010 Virginia Beach, VA 23466-1010	Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177 CM: 866-797-9884

State-sponsored business plans					
HealthKeepers Plus (Medicaid)	Provider Services Name: 800-901-0020 Dental — DentaQuest: 888-912-3456 Vision: 800-901-0200 Non-emergent transportation: Access2Care 877-892-3988	Eligibility, benefits, claims, links to secure messaging, and remits https://Availity.com	Anthem HealthKeepers Plus — Claims P.O. Box 61010 Virginia Beach, VA 23466	Payment Appeals Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Cost Containment P.O. Box 933657 Atlanta, GA 31193-3657 https://Availity.com Carelon Medical Benefits Management: http://www.providerportal.com/

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

<https://anthem.com/va/provider>

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

Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Medicaid benefits to enrollees. Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans of Virginia, Inc. Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc., serving all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123, are independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc..