

## Resources supporting our providers during COVID-19

*This communication applies to the Medicaid and Medicare Advantage programs for Anthem Blue Cross and Blue Shield (Anthem).*

Supporting providers and those who deliver care to our members is our top concern during the COVID-19 health emergency. Navigating the rapidly changing information is especially important to us so you can focus on what's important – patient care.

Our provider website will host the most accurate information from Anthem.

Visit the COVID-19 section of the Medicaid provider site:

<https://mediproviders.anthem.com/wi/pages/covid.aspx>. Information here includes:

1. Frequently asked questions about changes to Anthem policies or benefit coverage during COVID-19. **These FAQ are updated regularly; please continue to check back each week.** Topics include:
  - a. Testing and treatment coverage updates.
  - b. Telehealth/telephonic care guidance for medical and behavioral health.
  - c. Coding, billing and claims.
2. Federal resources available for health care providers and employers in the federal *CARES Act*.
3. Other resources as provided by the Wisconsin Department of Health Services.

### Commercial plan information

Visit the Commercial *Provider News* site: <https://providernews.anthem.com/wisconsin>. Information here includes:

1. The *Provider Spotlight* and *Articles* sections with the most recent notifications for Anthem's commercial health plans related to COVID-19 including FAQ about changes to Anthem policies or benefit coverage during COVID-19. **These FAQ are updated regularly; please continue to check back each week.**
2. The latest edition of the monthly Provider News publication, published on the first of the month.

### Medicare Advantage plan information

Visit the Medicare Advantage Provider site:

<https://www.anthem.com/provider/news/archives/?category=medicareadvantage> > and select your state by going to *Change State* in the top right hand corner. Information here is specific to Anthem Medicare Advantage plans, including information about benefit changes and coverage, telehealth options through **LiveHealth Online\***, and testing and treatment.

### Additional member support information

Anthem's coronavirus website at <https://www.anthem.com/coronavirus> offers additional solutions that can connect members exhibiting symptoms with a doctor, help members understand risk for COVID-19 and find COVID-19 services in their community.

LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Anthem Blue Cross and Blue Shield.