

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
- Fee schedules
- Help and Training
- Link to Carelon 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) and electronic remittance advice (ERA)

Enrollment and changes to EFT can be made through EnrollSafe at <https://enrollsafe.payeehub.org/>

All changes to ERA can be made in Availity Essentials.

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 > Enrollment, Registration and Network Management.

Service departments

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Enhanced Personal Health Care program

Enhanced Person healthcare Resources

For information about this payment innovation program, email WIEPHC@Anthem.com.

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.
- **Medicaids:** Go to our **contacts page**.

Pharmacy

Pharmacy Information for Providers

Prior Authorization

Log in to <https://Avality.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 resources

On our **Commercial/Medicare Advantage site** or **Medicaid site**, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Avality.com>. The tool enables real-time, online conversations with us.

Refund address

Anthem Cost Containment and Overpayment Avoidance
P.O. Box 73651
Cleveland, OH 44193-1177

Routine Dental Provider Services

866-947-9398

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	UM Appeals and Grievance address	Provider refunds (contact Customer Service for the address for returning our checks)	Utilization Management (UM) (Precertification of services)
Local products Commercial Group Anthem Link Blue Connection EPO (Blue HPN) Blue Access Blue Preferred Blue Preferred Plus POS Blue Priority Plus POS Blue Traditional Individual Anthem (Silver, Bronze, Gold) Plans supported by the Pathway or Blue Preferred networks	800-676-2583	Eligibility, Benefits, Authorizations, Claim Status, Remit Copies, Claim Payment Disputes (Appeals), Secure Messaging, Request for Information (RFAI) Attachments (Medical Records), Chat with Payer	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	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	Send through the Availity Essentials Authorization Application or call the number on the back of the member's ID card and follow the prompts.
Senior services						
Medicare Supplement products (non-contracted)	800-676-2583	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	No preapproval for Medicare Supplement plans
Medicare Advantage Individual Anthem Medicare Advantage (HMO-POS) Anthem Medicare Advantage (PPO) Anthem Full Dual Advantage (HMO D-SNP) Anthem Veteran (PPO)	800-676-2583	Eligibility, Benefits, Claim Status, Interactive Care Reviewer (ICR), Remit Copies, Secure Messaging, Attachments (Medical Records), Chat with Payer	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	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	Send through the Availity Essentials Authorization App or call the number on the back of the member's ID card and follow the prompts.

Products	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)
Medicaid Plans						
Anthem	Provider Services and pharmacy: 844-533-1995 Dental: 855-453-5286	Eligibility, benefits, claims, links to secure messaging, and remits	Anthem P.O. Box 61010 Virginia Beach, VA 23466	Anthem Correspondence / Appeals P.O. Box 61599 Virginia Beach, VA 23466-1599	Anthem P.O. Box 933657 Atlanta, GA 31193-3657	Send through the Availity Essentials Authorization App or call 844-533-1995
Federal Employee Program (FEP)						
Federal Employees Health Benefits Program (FEHP) and Postal Service Health Benefits Program (PSHB) (FEP) (R88888888)	800-242-9635 (FEHP) 833-821-2245 (PSHB)	Eligibility, Benefits, Claim Status, Interactive Care Reviewer (ICR), Remit Copies, Secure Messaging, Attachments (Medical Records), Chat with Payer	Anthem P.O. Box 105557 Atlanta, GA 30348-5557	Anthem P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: 800 860 2156 Care Management: 800-711-2225

<http://anthem.ly/signup-abcbs-wi>
<https://anthem.com/wi/provider>

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

Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI) and CompCare Health Services Insurance Corporation (CompCare). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare; CompCare underwrites or administers HMO or POS policies. Independent licensee(s) of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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