

COVID-19 — Office closures and or modified hours

Anthem Blue Cross (Anthem) has been notified by some providers that they are closing their location and or modifying their office hours. If a provider/clinic office closes or limit hours, you are responsible for providing coverage for your patients. It is not appropriate to rely on urgent cares or the emergency department for coverage for your office, unless medically indicated.

If you close your office or modify office hours, please contact Anthem immediately and advise on what your coverage and direction for members will be to ensure that members can access care for urgent needs. Some providers are rescheduling (or transitioning to telehealth) nonurgent or routine services for the next few weeks but it is up to each provider to determine next steps. As a reminder, Anthem does cover telephonic/telehealth visits.

To report any closures or changes to office hours, please contact your Provider Relations office:

- Los Angeles County, email SouthProviderRelationsMedicaid@anthem.com or call **1-866-465-2272**.
- Central California counties, email CentralProviderRelationsMedicaid@anthem.com or call **1-877-811-3113**.
- Northern California counties, email NorthProviderRelationsMedicaid@anthem.com or call **1-888-252-6331**.

<https://mediproviders.anthem.com/ca>

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Blue Cross of California Partnership Plan, Inc. are independent licensees of the Blue Cross Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County.
ACAPEC-2154-20 April 2020