

Community Supports, Long-Term Care, and Community Based Adult Services claims guidance

This communication applies to Medicaid and Medicare Advantage plans from Anthem Blue Cross (Anthem).

The purpose of this bulletin is to provide guidance on billing claims specific to Anthem members enrolled in the in the Exclusively Aligned Dual Specials Needs Plan (EAE D-SNP), also known as Anthem MediBlue Full Dual Advantage (through December 2023) and Anthem Full Dual Advantage Aligned plan (starting January 1, 2024), for Community Supports (CS), Long-Term Care (LTC) in Skilled Nursing Facilities (SNF), and Community Based Adult Services (CBAS)

The Anthem MediBlue Full Dual Advantage plan is an exclusively aligned enrollment dual special needs program that integrates the member's Medicare Advantage and Medi-Cal Managed Care (Medi-Cal) care coordination, benefits, and services under one plan. This plan is currently in Santa Clara and Los Angeles counties only.

This plan will be expanding to Fresno, Kings, Sacramento, Madera, and Tulare starting in January 2024.

Effective January 1, 2024, Anthem MediBlue Full Dual Advantage plan name is changing in all counties to Anthem Full Dual Advantage Aligned. This does not affect eligibility for benefits and services.

For providers that use the Automated Eligibility Verification System (AEVS), the name of the dual plan will not populate, but will display Anthem Dual Advantage. If Anthem Dual Advantage is displayed, you must check Availability to determine if the member is an Anthem MediBlue Full Dual Advantage (through December 2023) or an Anthem Full Dual Advantage Aligned member (starting January 1, 2024).

Member ID

Under this plan, Anthem issues members one ID card for Medicare Advantage and Medi-Cal services. The Medi-Cal offices in each county also issue a Medi-Cal or Benefits Identification (BIC) card.

The member ID on the Anthem-issued card is necessary to file your claims. Using the Medi-Cal or the original Medicare Advantage ID will result in claims being rejected.

Please ensure that the member ID listed on the claim matches the member ID on the approved authorization for services.

How to bill Anthem MediBlue Full Dual Advantage or Anthem Full Dual Advantage Aligned plan members:

- Use member's unique ID:
 - For example: MNL123W12345

<https://providers.anthem.com/ca> | <https://www.anthem.com/ca/provider/medicare-advantage>

Anthem Blue Cross is the trade name of Blue Cross of California. Blue Cross of California is contracted with L.A. Care Health Plan to provide Medi-Cal Managed Care services in Los Angeles County. Anthem BC Health Insurance Company is the trade name of Anthem Insurance Companies, Inc. Anthem Blue Cross, Anthem BC Health Insurance Company, Anthem Blue Cross Life and Health Insurance Company, 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. CABC-CDCR-039456-23 October 2023

- Can be found:
 - On the member insurance card
 - By phone at **833-707-3129**
 - Online at <https://tinyurl.com/ycxu4psd>

Customer care centers:

- Medi-Cal Managed Care (outside L.A. County): **800-407-4627**
- Medi-Cal Managed Care (inside L.A. County): **888-285-7801**
- EAE D-SNP Plan: **833-707-3129**