

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 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) and electronic remittance advice (ERA)

All changes to EFT/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 > Provider Enrollment and Network Management.

Service departments

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Audit vendors

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

Carelon Medical Benefits Management:

- Phone: **888-730-2817**
- Web help desk: **800-252-2021**

Commercial — Case Management (CM)

888-662-0939

Dental Provider Services

866-947-9398

Enhanced Personal Health Care program

For information about this payment innovation program, email COEPHC@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.

IRS Form 1099 requests

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

Peer-to-peer review

888-870-9342

Pharmacy

Pharmacy Information for Providers

Prior Authorization

Log in to <https://Availity.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 **Colorado Commercial/Medicare Advantage site**, you can find our:

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

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	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
Local products HMO PPO Blue Priority Mountain Enhanced Anthem Mountain Enhanced Standard	800-676-2583	Eligibility, benefits, claim status, claim appeals, links to secure messaging, and remits	Anthem P.O. Box 60007 Los Angeles, CA 90060	Anthem Attn: Grievance and appeals P.O. Box 60007 Los Angeles, CA 90060	800-676-2583	Medical preapproval: 877-814-4803 Radiology preapproval: 800-554-0580 BH preapproval: 866-582-2293 CM: 888-662-0939 Recovery: 800-345-7029
Exchange						
Anthem Pathway Anthem Pathway Standard Anthem Pathway Essentials Anthem Pathway Essentials Standard	800-345-4344	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Anthem P.O. Box 60007 Los Angeles, CA 90060	Anthem ITS/Blue Card Department P.O. Box 105557 Atlanta, GA 30348-5557	800-676-2583	Medical preapproval: 877-814-4803
BlueCard (Non-Colorado Anthem members' plans)						
	Eligibility, benefits, preapproval — route to Home Plan: 800-676-2583 BlueCard Provider Service: 866-594-0521 BlueCard claim status: 866-594-0521	Information dependent upon availability from Blue Plan's front-end system	Anthem P.O. Box 60007 Los Angeles, CA 90060	Anthem ITS/Blue Card Department P.O. Box 105557 Atlanta, GA 30348-5557	800-676-2583	800-676-2583
Federal Employee Program (FEP)						
Federal Employee Program (FEP) (R88888888)	800-382-5520	Eligibility, benefits, claim status (high-level)	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 Finance Dept. 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 CM: 800-711-2225
Medicare Advantage						
Anthem MediBlue Access (PPO)	844-421-5662 (applies to all prefixes)	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem P.O. Box 105187 Atlanta, GA 30348-5187	Medicare Payment Dispute Unit Anthem P.O. Box 5747 Denver, CO 80217	844-421-5662	CM: 833-848-8730 Fax: 866-959-1537
CO Anthem MediBlue CSNP ESRD/Care Network	Post-acute: 844-411-9622					
CO Blue HMO Network						
CO Blue SNP Network						

<http://anthem.ly/signup-abcbs-co>
<https://anthem.com/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 Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. Independent licensees of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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