



## Contracted Provider Claim Escalation Process

In an effort to better service our providers right the first time, Anthem Blue Cross has improved our provider claim escalation process. Our Network Relations Team is here to assist you.

<p><b>The “FACTS”:</b></p>	<ol style="list-style-type: none"> <li>1. All inquiries <u>related to eligibility and claims payment</u> should be obtained by utilizing Anthem Blue Cross’ self-service tools or by contacting Provider Care.</li> <li>2. Please use the Provider Care phone number on the back of the member’s ID card for any information that you are unable to obtain via our self-service or web-based tools.</li> <li>3. Provider Care will provide an inquiry tracking number for your phone call. Be sure to retain this number for any future inquiries. <u>Please ask the representative to provide you with your inquiry tracking number at the beginning of your call, to avoid inconveniences to you, in the event your call is disconnected.</u></li> <li>4. In the event a Provider Care Representative is unable to assist you, you may ask for your inquiry to be escalated to a Provider Care Supervisor.</li> <li>5. If a Supervisor is unable to assist you immediately, you will receive a call back within 2 business days.</li> <li>6. In the event you do not receive a Supervisor call back within 2 business days, you may then escalate your issue to the Network Relations team at <a href="mailto:CAContractSupport@anthem.com">CAContractSupport@anthem.com</a>. The information you provide must include the Phone Inquiry Tracking Number and the two business day period without response from a Supervisor.</li> <li>7. All claim inquiries <u>must be handled via</u> Provider Care. Network Relations will only assist with escalated issues that are not resolved via the process described above.</li> </ol>
<p><b>Network Relations continues to support questions related to:</b></p>	<p><b>Your provider contract/agreement:</b></p> <ol style="list-style-type: none"> <li>1. Fee schedule requests</li> <li>2. Information about how to register and access Anthem Blue Cross ‘self-service’ tools</li> <li>3. Training, education, and e-learning</li> <li>4. Clarification of products and programs offered by Anthem Blue Cross</li> <li>5. Trend tracking</li> </ol>
<p><b>This process will:</b></p>	<ul style="list-style-type: none"> <li>✚ Allow for root cause analysis of claim issues.</li> <li>✚ Look at end-to-end resolution of issues [not just adjusting claims]</li> <li>✚ Allow Network Relations to focus on core functions to support your practice, such as contracting, administrative, electronic tools and website education.</li> </ul>
<p><b>Anthem Blue Cross commits to:</b></p>	<ul style="list-style-type: none"> <li>✚ Meeting with cross-functional departments within Anthem Blue Cross, such as Claims Operations, Grievance &amp; Appeals and Provider Care, to ensure the process is working</li> <li>✚ Sharing your feedback and continuing to improve this process</li> </ul>
<p><b>“Self-Service” Tools you should use:</b></p>	<ul style="list-style-type: none"> <li>✚ Anthem Blue Cross provides on-line ‘self-service’ options to our providers, giving you access to the same information and more, that you receive when calling Provider Care.</li> <li>✚ These options include:             <ul style="list-style-type: none"> <li>○ Electronic Data Interchange</li> <li>○ ProviderAccess</li> <li>○ Availity</li> <li>○ Interactive Voice Response [IVR]</li> <li>○ Secure Messaging (via Availity)</li> </ul> </li> <li>✚ These options provide patient specific information, such as eligibility and benefits, claim status, line-level claim detail, and payment information.</li> <li>✚ We encourage you to review the <b>Electronic Self-Service Options</b> document on <a href="http://www.anthem.com/ca">www.anthem.com/ca</a>, and become familiar with the new functionalities that are available to you for your business convenience.</li> </ul>
<p>For questions or additional assistance, contact <b>Network Relations</b> at: <a href="mailto:CAContractSupport@anthem.com">CAContractSupport@anthem.com</a></p>	

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