## Service Departments:  
**Contact Information:**

| AIM Specialty Health: Non-emergency diagnostic imaging procedures, radiology, cardiology, specialty pharmacy, sleep studies, Cancer Care Quality Program. | (877) 291-0360 M-F 7a.m. to 5p.m.  
AIM’s ProviderPortal is available 24 hours a day, 7 days a week via: [https://providerportal.com/](https://providerportal.com/) |
|---|---|
| Ancillary - CA Enterprise Ancillary Contract Support: Ambulance, Audiology, Cardiac Event Monitoring, Dialysis, DME, Hearing Aid Dispensers, Home Health, Home Infusion, Hospice, Lab, Outpatient Therapy (PT/OT/ST), Skilled Nursing Facilities. | EnterpriseAncillary@Anthem.com  
Refer to Provider Data Management section for demographic changes |
| Ancillary: Chiropractic, Acupuncture, and Registered Dieticians- Application requests, demographic changes, contract and fee schedule support, and provider administrative grievances should be directed to American Specialty Health (ASH) | American Specialty Health  
(800) 972-4226 [www.ashlink.com](http://www.ashlink.com)  
Contact ASH to make any demographic changes. |
| Anthem Blue Cross Web Site | [www.anthem.com/ca](http://www.anthem.com/ca) |
| Availity - the Availity Portal: Obtain eligibility, benefits, claim status, secure messaging, EPA, Interactive Care Review and fee schedules. | [www.availity.com](http://www.availity.com)  
1-800-AVAILITY(282-4548) M-F - 5a.m. to 4p.m. PST |
| BlueCard - Out of Area: The mechanism by which Anthem Blue Cross, as the host plan, arranges for payment of care rendered to Blue Cross and/or Blue Shield Covered Individuals of out-of-state plans by the health care professional. | Eligibility & Membership: (800) 676-BLUE (2583)  
Claims Status: (800) 444-2726  
BlueCard Doctor & Hospital Finder: (800) 810-2583 or [http://www.bcbs.com](http://www.bcbs.com) |
| CA Behavioral Health (BH) Network Relations: Support for participating Commercial BH and Applied Behavior Analysis (ABA) providers (individuals and groups). | Commercial CA BH web page: [anthem.com/ca/behavioralhealth](http://anthem.com/ca/behavioralhealth)  
CA BH contract support: [CABHNetworkRelations@anthem.com](mailto:CABHNetworkRelations@anthem.com)  
Info. on joining the CA BH Network: [www.anthem.com/ca/behavioralhealth](http://www.anthem.com/ca/behavioralhealth)  
Email: CABHContracting@anthem.com to check status of your request. |
| CA Contract Support - (Network Relations) Support for participating Physicians, Hospitals, Primary Medical Groups. | CA contractual support: [CAContractSupport@anthem.com](mailto:CAContractSupport@anthem.com)  
Physicians interested in joining our network, or to check the status of an application previously submitted: [CAPhysicianApp@anthem.com](mailto:CAPhysicianApp@anthem.com)  
Applications for physicians interested in joining the PPO Network: [www.anthem.com/ca/Providers>Enter>Join our Networks.](http://www.anthem.com/ca/Providers)  
Refer to Provider Data Management section for demographic changes. |
| CA Medicaid Health Plan: Administers Medicaid Managed Care Programs for California. | Medi-Cal: (800) 407-4627  
Medi-Cal (LA Care Only): (888) 285-7801  
Major Risk Medical Insurance Program (MRMIP)/ Medi-Cal Access Program: (formerly known as AIM): (877) 687-0549  
Case Management: Contact appropriate number above  
Regional Health Plans:  
Central: (877) 811-3113, Northern: (888) 252-6331 Southern: (866) 465-2272 |
| CA Medicaid Health Plan Utilization Management Prior- Authorizations | CA Medicaid: (888) 831-2246 - Option 3  
Alternate Number: (877) 273-4193 - Option 2  
Fax for all UM Prior Authorizations: (800) 754-4708  
Medical injetable requests: (866) 363-4126 Fax: (888) 708-2584  
CA Medicaid Health Plan Utilization Management Prior- Authorizations: (877) 291-0360, Northern: (888) 252-6331 Southern: (866) 465-2272 |
| Case Management - Commercial: A collaborative process of a Member advocacy that evaluates, develops, implements, and coordinates options, resources and services. | Referrals: (888) 613-1130  
Transplant Oncology: (888) 574-7215 Fax: (877) 264-4540 |
| Claims & Correspondence: With the exception of Dental, Pharmacy, Federal Employee Program (FEP), and Third Party Administrator (TPA) are listed separately. | Mailing Address:  
Anthem Blue Cross  
PO Box 60007  
Los Angeles, CA 90060-0007 |
| E-Solutions: Electronic claims submission for Institutional, Medical & Dental only. ERA (835 electronic remittance advice) with no EFT request. | Contact Availity Client Services at 1-800-Availity (1-800-282-4585) Monday - Friday, 8:00a.m. to 7:30p.m. Eastern |
| Employee Assistance Program (EAP) Networks: Contracts and manages the National EAP network in all 50 states plus the District of Columbia, Puerto Rico, US Virgin Islands and Guam. | [www.AnthemEAP.com](http://www.AnthemEAP.com)  
Fax: (888) 438-7957 M-F - 7a.m. to 4p.m. PST  
Email: [EAPProviderNetworks@Anthem.com](mailto:EAPProviderNetworks@Anthem.com) |
| Federal Employee Program (FEP): A FFS Plan funded by the government, for Postal and Non Postal Federal employees and their covered dependants. Facility claims are managed by Anthem Blue Cross & Professional Claims are managed by Blue Shield. | [http://www.fepblue.org](http://www.fepblue.org)  
Facility Claims (Anthem Blue Cross): (800) 322-7319  
PO Box 105557 Atlanta, GA 30348-5557  
Inpatient Hospital Pre-Author: (800) 633-4581  
Professional Claims Customer Service (Blue Shield): (800) 824-8839 |
<table>
<thead>
<tr>
<th>Service Departments:</th>
<th>Contact information:</th>
</tr>
</thead>
</table>
| **Financial Operations:** Overpayment recovery. | Send overpayment checks to: Overpayment Recovery - P.O. Box 73651, Cleveland, OH 44193-1177  
Send overpayment correspondence to:  
PO Box 4194 Woodland Hills, CA 91367 (818) 234-3289 |
| **Grievance & Appeals:** Formal dispute process for a claim that has already been processed or when you disagree with the final determination made on a claim or clinical review. | Mailing Address:  
Grievances & Appeals Department  
PO Box 60007  
Los Angeles, CA 90060-0007  
PDR form is found on [www.anthem.com/ca](http://www.anthem.com/ca) > Provider Home > Answers > Anthem > Provider Forms. |
| **Health Insurance Marketplaces a.k.a. Exchanges** | Benefits, eligibility, claims:  
Provider: (855)-854-1438  
Member: 855-453-7031  
Contracting inquiries: [CAContractSupport@anthem.com](mailto:CAContractSupport@anthem.com)  
Covered California Marketplace information: [https://www.coveredca.com/](https://www.coveredca.com/) > Pre-Authentication: (800) 274-7767 |
| **Language Assistance Program** | Translation of materials: Members contact (888) 254-2721  
Providers contact on members behalf: (800) 677-6669  
Interpretation: Instruct members to contact number on back of ID card.  
Providers: (800) 677-6669, request to speak to an interpreter. |
| **Pharmacy:** Pharmacy benefit verification | Select “Member” option to verify eligibility & benefits for standard and specialty medications (800) 700-2541 M-F 8a.m. to 5p.m. PST |
| **Provider Care:**  
Benefit, eligibility & claims questions / issues.  
Grievance & Appeals Inquiries. | Please refer to the service numbers on the back of the Member ID Card |
| **Provider Data Management:** Facilitates the data maintenance of provider information for Medical Groups, Facility providers, Physicians & Ancillary Network providers, California Behavioral Health Network providers and Professional providers. | All demographic changes to existing practice profiles of California physicians, practitioners, professionals and ancillary providers with Anthem Blue Cross should be submitted using this Provider Maintenance Form.  
Facility updates should be submitted on this [Institutional Change Form](mailto:Institutional-change-requests@anthem.com).  
Both forms are located on the Anthem Blue Cross website:  
[www.anthem.com/ca](http://www.anthem.com/ca) > select: Providers > Provider Home > Answers > Anthem > Provider Forms.  
[ProviderDatabaseAnthem@Anthem.com](mailto:ProviderDatabaseAnthem@Anthem.com)  
Fax: (818) 234-2836 |
| **Provider Network Education:**  
Provider Training, Seminars, Webinars, e-Courses, Communications and Job Aids. | [network.education@anthem.com](mailto:network.education@anthem.com) |
| **Senior Services Medicare Advantage Blue Cross Senior Secure (HMO)** | (888) 230-7338  
M-F 5a.m. to 8p.m. PST |
| **Senior Services Medicare Advantage Anthem Medicare Preferred (PPO)** | (877) 811-3107 M-F 5a.m. to 8p.m. PST |
| **Senior Services Medicare Supplement** | (800) 333-3883 |
| **Specialty Pharmacy Medical Management:** Medical Benefit Inquires only. Anthem UM Services | (800) 274-7767- Option 4  
M-F 7:30a.m. to 5p.m. PST  
Fax: (866) 408-7195 |
| **Third Party Administrator (TPA) Groups:** The Network Leasing Arrangements listing can be found on [ProviderAccess®](https://www.anthem.com/ca) > News & Information > Network Leasing Arrangements. | Contractual issues, allowable charges, etc. - (800) 688-3828  
Send claims to the address on the member’s ID card.  
For claims status and eligibility, call the customer service number on the back of the member’s ID card.  
[www.meridianresource.com/subro.html](http://www.meridianresource.com/subro.html) |
| **Third Party Liability (TPL) Claims** | Meridian - 800-645-9785  
[www.meridianresource.com/subro.html](http://www.meridianresource.com/subro.html)  
Fax: (877) 214-1781 (To fax completed forms) |
| **Transition Assistance & Second Opinion:** Review of Continuity of Care requests for eligible New Enrollees and those effected by Network Disruption. Review of Second Opinion requests to providers outside HMO members Medical Group. | To initiate requests, call the customer service number on the back of the member’s identification card.  
(888) 486-4227  
Fax: (877) 214-1781 (To fax completed forms) |
| **Utilization Management:** A process to ensure the delivery of medically necessary, optimally achievable, quality patient care through appropriate utilization of resources in a cost effective and timely manner. | Anthem Blue Cross members (Local Plan): (800) 274-7767  
CalPERS: (800) 451-6780  
National: (866) 470-6244  
Fax for Local Plans, CalPers and National: (866) 815-0839  
Specialty Pharmacy (medical benefit): (866) 580-5293  
Fax: (866) 408-7195 |
| **Workers’ Compensation** | [AWCCustomerRelations@anthem.com](mailto:AWCCustomerRelations@anthem.com)  
Medical Provider Network: (866) 700-2168  
Claims: (855) 766-3719 |