

| Service Departments: | Contact Information: |
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| 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/ |
| 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 Contact ASH to make any demographic changes. |
| Anthem Blue Cross Web Site | 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 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 |
| 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 CA BH contract support: BHNetworkRelations@anthem.com . Information about joining the CA BH Network or status of a request, email: CABHContracting@anthem.com . |
| CA Contract Support - (Network Relations) Support for participating Physicians, Hospitals, Primary Medical Groups. | CA contractual support: CAContractSupport@anthem.com Physicians interested in joining our network, or to check the status of an application previously submitted: CAPhysicianApp@anthem.com . Applications for physicians interested in joining the PPO Network: www.anthem.com/ca >Providers>Enter>Join our Networks. 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 injectable requests: (866) 363-4126 Fax: (888) 708-2584 |
| Case Management - Commercial: A collaborative process of Covered Individual 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. | www.anthem.com/edi - select California (800) 470-9630 M-F 8a.m. to 4:30p.m. PST Email: E-Solutions.Support@anthem.com |
| 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 Fax: (888) 438-7957 M-F - 7a.m. to 4p.m. PST Email: 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 Facility Claims (Anthem Blue Cross): (800) 322-7319 PO Box 105557 Atlanta, GA 30348-5557 Inpatient Hospital Pre-Auth: (800) 633-4581 Professional Claims Customer Service (Blue Shield): (800) 824-8839 |

| Service Departments: | Contact information: |
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| 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 >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 Covered California Marketplace information: https://www.coveredca.com/ UM Pre-Authorization: (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 . Both forms are located on the Anthem Blue Cross website: www.anthem.com/ca > select: Providers > Provider Home > Answers @ Anthem > Provider Forms. ProviderDatabaseAnthem@Anthem.com Fax: (818) 234-2836 |
| Provider Network Education: Provider Training, Seminars, Webinars, e-Courses, Communications and Job Aids. | 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® under <i>News & Information > Network Leasing Arrangements</i> . | 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. |
| Third Party Liability (TPL) Claims | Meridian - 800-645-9785 www.meridianresource.com/subro.html |
| 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 Medical Provider Network: (866) 700-2168 Claims: (855) 766-3719 |