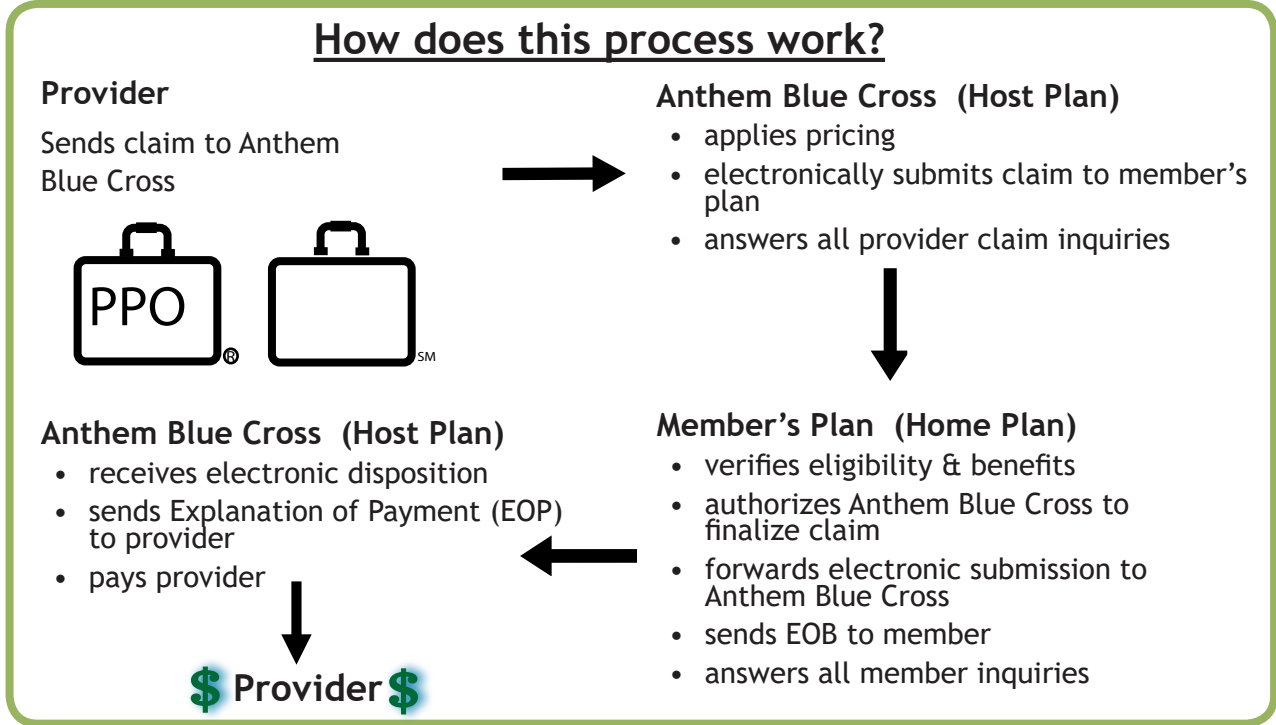


Anthem Blue Cross participates in the Blue Cross Blue Shield Association (BCBSA) BlueCard® program, which consists of policies and procedures that enable members to receive healthcare services while traveling or living in another Blue Plan’s service area.

How does this process work?



Submit all BlueCard® (out-of-area) claims to Anthem Blue Cross
If submitting by paper, mail to:

P.O. Box 60007
Los Angeles, CA 90060-0007

ID Cards:

- The three alpha characters in front of the member’s ID are critical in determining if the claim belongs to another Blue Plan. Include these alpha characters with the member’s ID when submitting claims.
- If no group number is indicated on the ID card, insert 999999 when submitting claims.

Anthem Blue Cross Responsibilities:

- Price the claim and forward it electronically to the member’s Blue Plan.
- Pay the provider using the Anthem Blue Cross fee schedule and payment method.
- Answer all provider inquiries.

Provider Responsibilities:

- For each service, obtain a copy of the front and back of the current ID.
- Use the Availity Web Portal for eligibility, benefits, and claim status. Use www.anthem.com/ca for Medical Policy, Clinical UM Guidelines, and Pre-Certification Requirements.
- Verify eligibility and benefits by calling **800-676-2583**.
- For medical records, claim inquiries or appeals, call **800-444-2726**.

Anthem Blue Cross is the trade name of Blue Cross of California. Anthem Blue Cross and Anthem Blue Cross Life and Health Insurance Company are independent licensees of the Blue Cross Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross name and symbol are registered marks of the Blue Cross Association.

Ancillary Claims Filing:

Ancillary providers include Independent Clinical Laboratory, Durable/Home Medical Equipment and Supplies and Specialty Pharmacy providers. File claims for these providers as follows:

- Independent Clinical Laboratory (Lab)
The Plan in whose state the specimen was drawn based on the location of the referring provider.
- Durable/Home Medical Equipment and Supplies (D/HME)
The Plan in whose state the equipment was shipped to or purchased at a retail store.
- Specialty Pharmacy
The Plan in whose state the Ordering Physician is located.

If you contract with more than one Plan in a state for the same product type (i.e., PPO or Traditional), you may file with either Plan.

Availity Web Portal: Out-of-area member eligibility, benefits, and claims detail is available on the Availity Web Portal with the member's ID number. The alpha prefix must be included. BlueCard Claims Advisor on ProviderAccess® will validate where to send the claim by alpha prefix.

Customer Service:

- Eligibility and Benefits: 800-676-2583
- Claims: 800-444-2726

BlueCard / National Customer Service Escalation Contact List:

You must start your inquiry with the Availity Web Portal and/or Provider Care.

The contacts listed below are to be used as escalation points only if you have exhausted your resources through the Availity Web Portal and Customer Service without resolution. Please have ready any tracking numbers from your conversations with customer service.

Sabina Koehler	Manager, Provider Customer Service	614-438-3481 sabina.koehler@anthem.com
Shirley Pinkney	Operations Expert, West Host Written Correspondence, Availity Secure Messaging	720-364-0005 shirley.pinkney@anthem.com
Howard Dolt	Manager, West Host Written Correspondence, Availity Secure Messaging	303-831-3324 howard.dolt@anthem.com