Anthem Blue Cross

System Migration FAQ

Introduction:
Anthem Blue Cross (Anthem) moved Individual (non-group) Medicare Advantage members to a single claims processing system Jan. 1, 2015.

Group-sponsored Medicare Advantage plan members are not affected by these changes. Group-sponsored and Medicare Supplement members remain on legacy platforms.

Questions and Answers

What prefixes will be used for individual Medicare Advantage members in 2015?
The prefixes did change. Please see chart at the end of this document.

How will providers know which Medicare Advantage members have group-sponsored benefits?
As of Jan. 1, 2015, members with the following prefixes on their member card represent group-sponsored business only and remain on the current claims processing platform:

JQF JWM VZM VZP WGK WSP
XDK XDT XGH XGK XKJ XVJ XVL YCG
YGJ YGS YLR YLV YRA YRE YRU

Should providers file 2014 charges with old prefix and 2015 charges with new prefix?
Please file 2014 charges with the 2014 prefix and 2015 charges with the 2015 prefix to ensure claims are delivered to the appropriate claims system for processing.

Will the member’s Health Care ID (HCID) or member ID remain the same?
In most cases the HCID, commonly known as the member ID, did not change due to migration. If the member left an Anthem health plan and is coming back to an Anthem health plan, they may receive a new member ID.

Will group numbers be changing?
Yes. All of the Medical group numbers and Rx Group numbers changed for the Individual business for 2015.

Will precertifications obtained prior to 1/1/15 continue to be recognized after 1/1/15?
The majority of the precertifications obtained prior to 1/1/15 converted to the new system if they had an end date that spanned into 2015. In a limited number of cases, a new precertification is needed. Please contact our Precertification Department at one of the phone or fax numbers listed below with any questions.

What phone or fax numbers should I use for precertification?
Note: When call volumes are high, providers should contact Anthem via fax. Once your case is established, Anthem may request additional clarifying information. You may be asked to fax that information directly to Anthem; the nurse handling the case will give you the fax number to use for this follow-up information.

- Outpatient Physical Therapy and Occupational Therapy for Medicare Advantage individual members:
  PHONE (OrthoNet) – 844-340-6418
  FAX (OrthoNet) – 844-340-6419

- Spinal Surgery and Pain Management: Effective Jan. 1, 2015, the following services/treatment requests must be reviewed by OrthoNet for our Medicare Advantage individual members:
  - Epidurals
  - Facet Blocks
  - Pain Pumps
  - Neurostimulators
  - Spinal Fusion
  - Spinal Decompression
  - Vertebro/Kyphoplasty
  PHONE (OrthoNet) – 844-788-4805
  FAX (OrthoNet) – 844-788-4806

- Utilization Management Precertifications (acute Inpatient notifications and all Outpatient other than what is listed below)
  PHONE – 866-797-9884
  FAX – 866-959-1537

- Radiology (AIM), Sleep Therapy (AIM), Oncology Medications (AIM)
  PHONE – 800-714-0040
  - AIM Precertifications also can be initiated via Availity Provider Portal.
  - Providers who have registered directly with AIM may log in at http://www.aimspecialtyhealth.com. For customer support for AIM’s portal to request precertification, please call 800-714-0040 and follow the phone prompts for Web Customer Service.

- SNF/LTAC/Acute Rehab admissions and all inpatient clinical information (acute and non-acute facilities)

<table>
<thead>
<tr>
<th>Region</th>
<th>State</th>
<th>Fax</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>West</td>
<td>CA</td>
<td>877-744-2344</td>
<td>888-393-9025</td>
</tr>
</tbody>
</table>

- Individual transplant services
  PHONE – 888-830-4300, option 1, followed by option 1 again
What remains the same after the Medicare Advantage claims system migration?

- **Continue to reach provider customer service by calling the number on the back of the member's ID card.** Please note, however, that Interactive Voice Response (IVR) options have changed.
- **Continue to use Availity:** Availity can be accessed in the same manner as before and will continue to have information about both individual Medicare Advantage and group-sponsored Medicare Advantage members. Please ensure the new 2015 alpha prefixes are used for individual Medicare Advantage members effective 1-1-15.
- **Continue to use the same mailing address, Electronic Data Interchange gateway as you do today:** Claims and correspondence should continue to be submitted to same EDI gateway and the same Post Office Box address.

Where are samples of the 2015 Medicare Advantage member ID cards?
Sample member ID cards are posted to the Medicare Advantage public provider portal:
[Anthem Blue Cross (CA)](https://www.anthem.com/medicare/)

What other resources are available?
Refer to the 2015 Medicare Advantage HMO & PPO Provider Guidebook:
[Anthem Blue Cross (CA)](https://www.anthem.com/medicare/)

Check Important Medicare Advantage Updates on the Medicare Advantage public provider portal for migration-related provider communications.
[Anthem Blue Cross (CA)](https://www.anthem.com/medicare/)

### 2015 Individual Medicare Advantage plans

<table>
<thead>
<tr>
<th>Prefix</th>
<th>State/Area</th>
<th>Plan Type</th>
<th>Plan Name</th>
<th>Customer service</th>
</tr>
</thead>
<tbody>
<tr>
<td>JQS</td>
<td>CA</td>
<td>MA HMO</td>
<td>Senior Secure</td>
<td>1-888-230-7338</td>
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<tr>
<td>JQI</td>
<td>CA</td>
<td>MA PPO</td>
<td>Anthem Medicare Preferred (PPO)</td>
<td>1-877-811-3107</td>
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<tr>
<td>JQW</td>
<td>CA</td>
<td>MA HMO/SNP</td>
<td>Anthem Dual Advantage (HMO SNP)</td>
<td>1-888-230-7338</td>
</tr>
</tbody>
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