

Anthem Blue Cross and Blue Shield Escalation Contact List – Colorado Providers

Provider Customer Service All inquiries related to claims payment must be directed to Anthem's self-service tools or Provider/Customer Service.

1. **Access Anthem's self-service tools**
 - (e.g. Eligibility/Benefits, Claims Status inquiries, etc. via Availity at www.availity.com or EDI transactions)
2. **Contact Customer Service**
3. **Ask to speak to a Customer Service Supervisor**
 - In the event that our self-service tools and Provider/Customer Service rep are unable to provide you with the support you need, you may request to speak with a Provider Customer Service supervisor and your call will be escalated. If a supervisor is unable to assist you immediately, you will receive a call back within 2 business days.

IMPORTANT NOTE:
An issue cannot be escalated without a reference number and asking to speak to a supervisor from Provider Customer Service

Provider Customer Service Units:

- **BlueCard/National:** 888-817-3717
- **Local and IntraPlan** (CA Anthem Blue Cross and NV Plan members): 877-833-5742
- **Health Insurance Marketplace/Affordable Care Act:** 855-854-1438

Reminder: You can also ask a question about a claim through **Secure Messaging** (via the *Claims Status Detail* page on Availity)

Federal Employee Program® Provider Customer Service **800-852-5957**

Melissa Holland	Operations Expert	775-448-4152 Melissa.Holland@wellpoint.com
Marcia Kenyon	Operations Expert	775-448-4192, Marcia.Kenyon@anthem.com

Anthem Dental **866-947-9398 (FEP Dental 805-713-4815)**

Anthem Vision **866-723-0515**

Credentialing	To check credentialing status of a new provider, Please have the following information ready to include with your inquiry: Your name, Provider's name, CAQH ID number, and reason for inquiry	Credentialing@anthem.com
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Cost Containment Unit (for Local Plan, BlueCard or FEP) **818-234-3289**

Cost Containment Unit Team	Unit to assist with credit balances and overpayment issues resulting from overpayment letters, balancing books when "clipping" (or a take back) has occurred, or asking for extension on "clipping" when sending in a refund check.	818-234-3289
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Laura Thacker	Manager, Financial Operations Department	317-287-8158, Laura.E.Thacker@anthem.com
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Pre-certification/Authorizations **800-832-7850**

For Local Plan members	Landon Mikuls, Operations Team Lead	303-831-2414, Landon.Mikuls@Anthem.com
For BlueCard members	Utilize the BlueCard Eligibility and Authorization line. If a representative is unable to provide you with the support you need, you may request to speak with a supervisor.	800-676-BLUE (2583)

AIM Specialty Health® (AIM)

- Ordering and servicing physicians may submit a pre-cert request to AIM in one of the following ways:
- Access AIM **ProviderPortal**SM directly at www.providerportal.com, available 24/7 to process orders in real-time
 - Access AIM via the Availity Web Portal at www.availity.com
 - Call the AIM Specialty Health Call Center toll-free number: 877-291-0366

AIM Web Support – For support accessing www.providerportal.com or OptiNet registration	800-252-2021
• If your Provider information is not reflected correctly within your OptiNet registration, and AIM needs to have this data updated by Anthem, please contact your Provider Relations representative to facilitate such an update.	

[AIM Quick Reference Guide - Colorado](#)

Availity Web Portal – Client Services **1-800-AVAILITY (800-282-4548)**

Commercial Risk Adjustment (CRA)

<p>Prospective Program (SOAP Notes/Health Assessments): Inovalon's ePASS® tool gives you comprehensive information about your Anthem ACA patients, including potential preventive care gaps, and gives you the tool to completely document your patients' conditions using the Encounter SOAP Note to confirm or refute that a potential preventive care gap exists.</p>	<p>1-877-448-8125 ePASSsupport@inovalon.com</p>
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<p>Retrospective Program (Chart Reviews): Anthem works with Inovalon for chart requests for CRA members. Please reference the contact information provided in the letter request received.</p>	<p>Please contact Inovalon directly at 1-800-390-3180</p>
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Anthem's CRA Network Education Representative – Questions related to our CRA retrospective or prospective programs.	socorro.carrasco@anthem.com
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Questions related to incentive checks for completed SOAP notes should be directed to our CRA Incentive Team.	CRAincentives@anthem.com
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EDI – Support for technical questions regarding EDI transactions. **800-470-9630**

e-Solutions Correspondence Team	Supports registrations for all HIPAA transactions 837, 835, 270/271, 276/277, 278, 834.	<p>Live Chat www.anthem.com/edi Email: edi.ent.support@anthem.com</p>
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Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA) – Registration and Contact Info (EnrollHub™ is a CAQH Solution™)			
Type of Transaction	How to Register, Update, or Cancel	For registration related questions, contact:	To resolve issues after registration, contact:
EFT only	Use EnrollHub	EnrollHub Help Desk at 844-815-9763	Local Provider Customer Service at 877-833-5742

			<ul style="list-style-type: none"> NOTE – Providers should allow 4-6 weeks from successful EFT registration before contacting Provider Customer Service.
EFT and ERA (both)	EFT – Use EnrollHub	EnrollHub Help Desk at 844-815-9763	For EFT questions, contact Local Provider Customer Service at 877-833-5742 <ul style="list-style-type: none"> NOTE – Providers should allow one week from the date Anthem receives the EFT enrollment from EnrollHub, as reflected on the EnrollHub EFT enrollment summary screen.
	ERA – As of June 1, 2018, use Availity (www.availity.com) to manage account changes or new registrations for electronic remittance advices (835)	Availity Client Services at 1-800-AVAILITY (282-4548)	For ERA questions, contact e-Solutions at 800-470-9630 or e-solutions.support@anthem.com <ul style="list-style-type: none"> NOTE – Providers should allow 4-6 weeks from successful ERA registration before contacting e-Solutions.
ERA only	As of June 1, 2018, use Availity (www.availity.com) to manage account changes or new registrations for electronic remittance advices (835)	Availity Client Services at 1-800-AVAILITY (282-4548)	e-Solutions at 800-470-9630 or e-solutions.support@anthem.com <ul style="list-style-type: none"> NOTE – Providers should allow 4-6 weeks from successful ERA registration before contacting e-Solutions.

James (Jim) Sherwood | e-Solutions Operations Manager | james.sherwood@anthem.com

Colorado Medical Directors Peer-to-Peer line 303-764-7227 or 866-287-1654

For Local Plan member issues. Intended For Providers or Office Staff only	(FEP or BlueCard issues/inquiries need to be directed to FEP or the Member's Home Plan.) If you are a Provider and would like to request a peer to peer with a Physician Reviewer, you can call the above numbers or (800) 797-7758 and dial extension 7227.	Fax: 303-831-2930 Fax: 866-306-0543
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To schedule DOI-regulated UM discussions, continue to use the existing number, 303-764-7227 (1-866-287-1654 toll free).

Provider Solutions Toll Free – 800-570-8105, plus ext. below, Fax: 303-831-5833

Requests to Join Our Networks: Contact information if you are interested in becoming a participating Provider with Anthem

New Digital Provider Enrollment Application form is available through [Availity](#), Anthem's secure web-based provider portal.

- To use the new Digital Enrollment application, please ensure your provider data on CAQH is current and in a complete or re-attested status, then
- Log into [Availity](#) and use the following navigation: Choose **your state** | **Payer Spaces** | **Anthem icon** | **Applications** | **Provider Enrollment**
- New and current [Availity](#) users should ensure their User ID has been assigned with *Provider Enrollment* functionality to use this tool. *See your organization's Availity Administrator if you need access. If you don't know your Administrator, contact Availity Client Service 1-800-AVAILITY (800-282-4548).*

Note: If you, or your organization, do not currently have an Availity account, you will need to register at www.availity.com. Select **Register**, choose your **Organization type**, and follow the prompts.

If you are a **Chiropractic, Acupuncture, Massage & Nutritional Therapy** provider, please contact American Specialty Health (ASH) at 800-972-4226 or via <https://www.ashlink.com/ASH/public/Providers/Network/join.aspx>

Provider Relations: contact for demographic updates, credentialing inquiries, or provider education questions/needs

CO Provider Relations Team	Statewide: All professional & facility providers, including Behavioral Health	COProviderRelations@anthem.com
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Provider Contracting: contact for contract inquiries

Physician/Hospital Contracting

Amanda D'Ambrosia	Large non-Hospital Affiliated Groups (Denver and Colorado Springs): AMA/Avista/IPN, Arapahoe GI, Colorado Permanente Medical Group, Colorado Springs Health Partners, Colorado Springs Orthopedics, CU Medicine, Mountain View Med. Group, New West Physicians, OBGYN Affiliates, Physician Health Partners (PHP), Practice Health, Rocky Mountain Cancer Cnt	Amanda.D'Ambrosia@anthem.com
Itha Gabriel	Statewide: Behavioral Health facility (excluding facilities affiliated with a health system.)	Itha.Gabriel@anthem.com
Jan McCusker	All Rural Hospitals; plus: Community Hospital, Parkview Medical Center, and Health South Rehab Hospitals; plus, all Pueblo physicians (except Centura), including Parkview Associated Physicians	Jan.McCusker@anthem.com
Karen Allen	Physicians in Territories/Counties: Metro Denver (Adams, Boulder, Broomfield, Arapahoe, Denver, Douglas, Jefferson), Colorado Springs (El Paso / Teller), Chaffee county; plus, Statewide: Infectious Disease, Maxillofacial Surgery; plus Large non-Hospital Affiliated Groups (Denver and Colorado Springs): MedSouth, Panorama Orthopedics, Rocky Mountain Gastroenterology Assoc., South Denver Gastro., Urology Center of Colorado, Western Cardiology, Western Orthopedics	Karen.K.Allen@anthem.com
Randy Lukins	Hospitals/Physicians affiliated with: Centura, Craig Hospital, Denver Health, SCL Health, HealthOne (HCA), National Jewish; plus Statewide: non-hospital affiliated ASC's (Denver and Colorado Springs only), Free Standing Imaging	Randy.Lukins@wellpoint.com

Ryan Dukes	All Rural Hospital Physicians; plus Physicians in Territories/Counties: Western Slope; plus Statewide: Hospital Based (Anesthesiology, Emergency, Pathology, Radiology), Neonatology, Neuromonitoring, Neurostimulator, Rheumatology, Sleep Medicine; plus Large non-Hospital Affiliated Groups (Denver/Front Range): Boulder Medical Cnt, Ft Collins Women's Clinic, Obstetrix/Pediatrix,	Ryan.Dukes@anthem.com
Tracy Fennem	Hospitals/Physicians affiliated with: Banner, Boulder Community Hospital, Children's Hospital, Northern Colorado Rehab Hospital, University of Colorado Health System; plus Statewide: LTACs, non-hospital affiliated ASC's (except Denver and Colorado Springs)	Tracy.Fennem@anthem.com
Zanetta Jackson	Physicians in Territories/Counties: Northern Colorado (Larimer / Weld), Statewide: Autism, Neuropsychology.	Zanetta.Jackson@anthem.com
Erica Kloehn	Director, Provider Solutions	Erica.Kloehn@anthem.com
Ancillary Contracting		
American Specialty Health	Chiropractic, Acupuncture, Massage Therapist, Nutritionists/dieticians <i>Note: Provider demographic changes and provider administrative grievances should be directed to ASH</i>	American Specialty Health (ASH): 800-972-4226
Cecil Nyein	Durable Medical Equipment (DME), Mail Order Disp Supplies, Orthotics & Prosthetics (O&P)	818-307-3849, Cecil.Nyein@anthem.com
Donna Carter	Home Health, Hospice, Private Duty Nursing	804-354-2989, Donna.Carter@anthem.com
Jacque Pedersen	Skilled Nursing Facilities	805-713-0195, Jacqueline.Pedersen@anthem.com
Jean Sherlock	Reference Lab	925-278-3346, Jean.Sherlock@anthem.com
Larry Crosley	Cardiac Event Monitoring, Dialysis	631-577-6409, Larry.Crosley@anthem.com
Michele Genovese -Aleman	Home/Ambulatory Infusion, Immunization Clinics	702-586-6253, Michele.genovese@anthem.com
Michelle Berquist	Audiologists/hearing aid suppliers, PT/OT/ST	818-234-6038, Michelle.Berquist@anthem.com
Natasha Baker	Ambulance (Ground and Air)	469-454-6584, Natasha.Baker@anthem.com
Payment Innovation Programs		
Cheryl Sanelli	<i>Contract Optimization Advisor</i> for our payment innovation programs: Enhanced Personal Health Care program, Comprehensive Primary Care Plus; <i>plus Provider Relations for: Children's Hospital/Physicians, SCL Health Hospital/Physicians, New West Physicians, Paladina Health, Physician Health Partners (PHP), Rose Medical Group</i>	Cheryl.Sanelli@anthem.com
Chris Riley	<i>Provider Network Management Director</i> for our payment innovation programs: Enhanced Personal Health Care program, Comprehensive Primary Care Plus	Christopher.Riley@anthem.com
Provider Communication and Education: contact for provider communication/education questions		
Jackie Ferguson	Network Communication and Education	Jackie.Ferguson@anthem.com
Register to receive all Provider Communications via email: • Emails will come from Anthem Network Communications. Please add AnthemNetworkComm@email.anthem.com to your safe sender list.		https://messageinsite.com/networkupdate