



ANTHEM BLUE CROSS AND BLUE SHIELD MAILING ADDRESSES & PHONE NUMBERS (Medical and Behavioral Health)

Reminders: Claims – The patient’s ID number must include the member’s 3-character alpha prefix. Correspondence/Inquiries – Indicate the member’s entire ID number including the 3-character alpha prefix. Revised June 2009

Note – Correspondence being sent to a specific individual at Anthem in New Hampshire should be addressed to that specific individual and mailed to Anthem’s New Hampshire office at 3000 Goffs Falls Road, Manchester, NH 03111-0001.

***FEP does not recognize the following Behavioral Health Licensure Types: LCMHC, LADC, LMFT, DMIN, LPP**

Anthem Blue Cross Products / Prefix		Claim Submission Correspondence / Inquiry Address	Overpayment Retraction Requests (Use Overpayment Request Form)	Overpayment Refunds (Include Overpayment Request Form with refund check)	Appeal Address	Prior Approval Precertification Request	Provider Inquiry Call Center Number
BlueCard/Out of Area (OOA)	Various	Anthem BC/BS Attention: Claims PO Box 533 North Haven CT 06473-0533 <i>BlueCard Claims</i> <i>Inquiries: Anthemnbu@anthem.com</i>	Anthem BC/BS Attention: Finance Operations – Recovery P.O. Box 697 North Haven CT 06473-4201 Email: NECCOA@wellpoint.com	NH Recovery Lockbox P.O. Box 73865 Cleveland OH 44193	<i>For member appeals: send request to member’s Home Plan</i> Provider appeals send to: Anthem BCBS Attention: Appeals P.O. Box 518 North Haven CT 06473-0518	<i>Send request to member’s Home Plan or call the number on the back of the member’s ID card</i>	(877)417-8489 Member Eligibility Number: (800)676-BLUE (2583)
Local Products	YGC, YGG, YGF, YGM, YGK, YGA	Anthem BC/BS Attention: Claims PO Box 533 North Haven CT 06473-0533	Anthem BC/BS Attention: Finance Operations – Recovery P.O. Box 697 North Haven CT 06473-4201 Email: NECCOA@wellpoint.com	NH Recovery Lockbox P.O. Box 73865 Cleveland OH 44193	Anthem BCBS Attention: Appeals PO Box 518 North Haven CT 06473-0518 Behavioral Health 1st Level: Attn 1 st Level Appeal Review PO Box 2100 North Haven CT 06473 Behavioral Health 2nd Level: Appeal Coordinator 2 nd Level PO Box 518 North Haven CT 06473	Fax to: (603)695-7014 (preferred method) Phone Requests: (800)531-4450 Mail to: Anthem BC/BS Attention: Prior Approval 3000 Goffs Falls Road Manchester NH 03111 Behavioral Health: YGA: (800)531-4450 YGF: (888)364-8665 All others: (800)228-5975	(800) 332-6558
New England Health Plans	NHN, NHP, CTN, CTP, MEN, MEP, MTN, MTP, EHF, EHG, EHH, EHJ	Anthem BC/BS Attention: Claims PO Box 533 North Haven CT 06473-0533	Anthem BC/BS Attention: Finance Operations – Recovery P.O. Box 697 North Haven CT 06473-4201 Email: NECCOA@wellpoint.com	NH Recovery Lockbox P.O. Box 73865 Cleveland OH 44193	Anthem BCBS Attention: Appeals PO Box 518 North Haven CT 06473-0518	Fax to: (603)695-7014 (preferred method)Phone Requests: (800)531-4450 Behavioral Health: NHN/NHP/EHH: (800)228-5975 All others contact member’s plan Mail to: Anthem BC/BS Attention: Prior Approval 3000 Goffs Falls Road Manchester NH 03111	(800) 238-2465
Federal Employee Program (FEP)*	R	FEP New Hampshire Claims: PO Box 36500 Louisville KY 40233-6500 Correspondence/Inquiries: FEP Correspondence P.O. Box 37790 Louisville KY 40233	Anthem BC/BS FEP Correspondence P.O. Box 36500 Louisville KY 40233	Central Region – CCOA Lockbox P.O. Box 73651 Cleveland OH 44193	Anthem BCBS Attention: Appeals PO Box 36500 Louisville KY 40233-6500	Case Management and Hospice services: (800)711-2225 Precertification Requests: (800)860-2156 Behavioral Health: (888)668-2550	(800)852-3316
Medicare Smart Value	YGB, YGD	Anthem BC/BS Medicare Advantage PFFS Plan P.O. Box 795180 San Antonio TX 78279	Anthem BC/BS Medicare Advantage PFFS Plan P.O. Box 795180 San Antonio TX 78279	Anthem BC/BS Medicare Advantage PFFS Plan P.O. Box 795180 San Antonio TX 78279	Anthem BCBS Medicare Advantage PFFS Plan P.O. Box 795180 San Antonio TX 78279	(866)364-2374	(866)364-2374