Anthem Blue Cross

Updated Self-Service Telephone Options

Updated self-service telephony options are coming soon for healthcare providers treating Anthem BC Individual and Employer Group Retiree Medicare Advantage PPO and HMO plans including Anthem Medicare Preferred (PPO) and Senior Secure (HMO). Beginning in mid-August, your calls will be routed through the Medicare Voice Self Service (VSS) Interactive Voice Response (IVR) system when you call the Customer Service number on the back of the member’s ID card. The IVR system is available 24 hours a day, seven days a week. As always, call center representatives are available during normal business hours, Monday through Friday except holidays.

IVR provides telephone access to real-time eligibility, benefits and claims information for one or multiple members in a single call. You can either listen to this information or have it sent to you via fax. Where available, you also can obtain claims submission information or fax forms. To use our improved IVR system, simply call the customer service phone number on the back of your patient’s member ID card, identify yourself as a healthcare provider, and be sure to have your provider identification number and member information handy (including ID, DOB, and zip code). This will ensure quick access to the most self-service options as well as provide the necessary information for your call to route to the appropriate agent should you need to speak to someone. To gain access to the self-service menu options or to route to an agent for assistance, you must provide a valid National Provider Identification (NPI) number or Tax Identification Number (TIN).

An IVR Quick Reference Guide is available on our provider website to assist you in using the new self-service options. The guide can be located under Important Medicare Advantage Updates at www.anthem.com/ca/medicareprovider or you can click here to go directly to the guide.

**IVR Quick tips**

Commands may be spoken into the phone or entered on your telephone keypad.

**Entering dates:** Enter dates as MMDDYYYY. For example, using January 9, 2013 – input 0 1 0 9 2 0 1 3 on your keypad or you may also say “January ninth, two thousand thirteen” into the phone.

**Entering letters within ID numbers:**
- Enter the letters and numbers in the order they appear in the ID number
- Please use the ID shown on the member’s ID card.
- Member ID numbers are usually 9-12 characters long, including any leading zeroes
- For ID’s with a three letter alpha prefix, it is not necessary to say or input the prefix, but it will be accepted.
Note: Use the STANDARD keypad set-up to determine which number corresponds to numeric values:

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IVR flow requires the following member data for information retrieval:

- Member ID
- Date of Birth
- Zip Code of primary residence

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