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

Note: Please use contacts below as an escalation point if you have contacted Provider Service without resolve.

<table>
<thead>
<tr>
<th>Provider Customer Service</th>
<th>All inquiries related to claims payment must be directed to Anthem’s self-service tools or Provider/Customer Service.</th>
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<td><strong>1. Access Anthem's self-service tools</strong></td>
<td><em>(e.g. Eligibility/Benefits, Claims Status inquiries, etc. via Availity at <a href="http://www.availity.com">www.availity.com</a> or EDI transactions)</em></td>
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<td><strong>2. Contact Customer Service</strong></td>
<td>- <strong>IMPORTANT NOTE:</strong> An issue cannot be escalated without a reference number and asking to speak to a supervisor from Provider/Customer Service</td>
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<td><strong>3. Ask to speak to a Customer Service Supervisor</strong></td>
<td>- 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.</td>
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**Provider Customer Service Units:**
- **BlueCard/National:** 888-817-3717
- **Local and IntraPlan (CA Anthem Blue Cross and CO Plan members):** 877-833-5742
- **Health Insurance Marketplace/Affordable Care Act:** 855-854-1438

**Federal Employee Program Provider Customer Service**
- **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 888-209-7854**

**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@wellpoint.com 800-516-7587

**Cost Containment Unit**
- For Local member issues only, for BlueCard or FEP see Provider Customer Service Units above 818-234-3289

**Cost Containment Unit Team**
- Unit dedicated to overpayments for local member claims only to assist with:
  - Callers with credit balances and overpayment issues resulting from overpayment letters.
  - Providers in balancing their books when “clipping” (or a take back) has occurred. 818-234-3289
- **John Lykins** Manager, Financial Operations Department 518-367-4250, John.Lykins@empireblue.com

**Pre-certification/Authorizations**
- **800-336-7767**

**Landon Mikuls** Operations Team Lead 805-713-0818, Landon.Mikuls@Anthem.com

**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](http://www.providerportal.com) directly at [www.providerportal.com](http://www.providerportal.com), available 24/7 to process orders in real-time
  - Access AIM via the Availity Web Portal at [www.availity.com](http://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](http://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 - Nevada**

**Provider Access Registration and Support (secure provider portal)**
- Support for ProviderAccess registration process or Account Administrator changes: for Account Administrator support only (user’s please see your Account Administrator) provideraccesswest@anthem.com

**Cherry Francisco**
- Manager, ProviderAccess registration process or Account Administrator changes issue/concern. For Account Administrator support only (user’s please see your Acct. Admin) Cherry.Francisco@wellpoint.com

**Provider Access Support Team**
- Once registered, the ProviderAccess Support Team provides technical support for utilizing portal tools, password resets, or issues that arise while accessing the portal 866-755-2680

**Note:** Your Account Administrator (AA) is responsible for creating users/updating user profiles. If you don’t know who your AA is, follow the ProviderAccess Registration process and complete Step 1. You will receive a message stating your organization is already registered, including the name of your AA.

**Availity Web Portal (multi-portal portal)**
- **800-AVAILITY (800-282-4548)**

**Inovalon**
- 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. 1-877-448-8125 ePASSsupport@inovalon.com

Questions related to incentive checks for completed SOAP notes should be directed to: CRAIncentives@Anthem.com

Revised: June 12, 2017

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## Provider Solutions Team

### Provider Relations (Physician and Hospital):
- **Nevada Provider Relations**
  - Contact for address, phone number or tax ID changes, adding or terminating a provider to a contracted group, credentialing inquiries, provider education/communication questions/needs, or contract inquiries
  - Email: nvproviderrelations@anthem.com
  - Fax: 866-767-9846 (shared phone)
  - Fax: 866-767-9851 (fax)

### Ancillary Contracting
- **American Specialty Health**
  - Registered Dietitians
  - American Specialty Health/Applications: 888-511-2743
  - American Specialty Health/Provider Relations: 800-972-4226

- **Pattie Gonzalez**
  - ASCs Southern Nevada
  - Phone: 702-586-6255 or 866-767-9846
  - Fax: 702-586-6257 or 866-767-9851
  - Email: Pattie.Gonzalez@anthem.com

- **Jean Sherlock**
  - Reference Lab
  - Phone: 805-713-0376
  - Email: Jean.Sherlock@anthem.com

- **Jeff Finch**
  - ASCs Northern Nevada
  - Phone: 775-448-4036 or 866-767-9846, Fax 775-448-4201
  - Email: Jeff.Finch@Anthem.com

- **Kathleen Brozee**
  - Skilled Nursing Facilities
  - Phone: 805-713-0190
  - Email: Kathleen.Brozee@anthem.com

- **Larry Crosley**
  - Cardiac Event Monitoring, Dialysis
  - Phone: 866-577-6409 or 347-920-6747, Fax 631-577-6409
  - Email: Larry.Crosley@anthem.com

- **Louis Carlentine**
  - Durable Medical Equipment (DME), Mail Order Disposable Supplies, Orthotics & Prosthetics (O&P)
  - Phone: 505-400-9321
  - Email: Louis.Carlentine@anthem.com

- **Maribel Mullen**
  - Home Health, Hospice, Private Duty Nursing
  - Phone: 317-287-6975
  - Email: Maribel.Mullen@anthem.com

- **Marie Chambers**
  - Home/Ambulatory Infusion, Immunization Clinics
  - Phone: 949-215-1165
  - Email: Marie.Chambers@anthem.com

- **Michelle Berquist**
  - Acupuncture, Audiologists/hearing aid suppliers, PT/OT/ST
  - Phone: 818-234-6038
  - Email: Michelle.Berquist@anthem.com

- **Natasha Baker**
  - Ambulance (Ground and Air)
  - Phone: 469-454-6584
  - Email: Natasha.Baker@anthem.com

### Provider Education and Communication
- **Jackie Ferguson**
  - Network Education and Communication
  - Phone: 303-831-5846 or 800-570-8105 x.5846
  - Email: Jackie.Ferguson@Anthem.com

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**Electronic Remittance Advice (ERA), Electronic Funds Transfer (EFT) Registration and Contact Info**

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<th>How to Register, Update, or Cancel</th>
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**Nevada 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**
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**EnrollHub Help Desk:**
- **Nevada Provider Relations (Local Plan):**
  - Phone: 866-833-5742 or 866-662-5000
  - Fax: 866-574-7227
  - Email: vproviderrelations@anthem.com

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**Support for technical questions regarding EDI transactions**

- **800-470-9630**

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