



Ready Reference Guide **UPDATE 09-01-2019**
 Anthem Blue Cross and Blue Shield in Ohio

***Reminder - always verify member eligibility and benefits with the member's benefit plan and verify your network participation with Anthem Ohio for the products listed, if necessary.

Products	Provider/ Customer Service	Alpha- Prefixes	Availity	Paper Claims Address	Appeals Address	Provider Refunds (Contact Customer Service for the address for returning Anthem checks)	Precertification (Precert including Retrospective Reviews)(Other Than Radiology) Case Management (CM)
Ohio (Local) Anthem Products							
Local Products Blue Access Blue Preferred Blue Traditional Blue Access Options PPO for ERC Health 7/1/15 Blue Access Options PPO (Ohio Standard 3 Tier) 10/1/15	Group and Individual Policies: *888-290-9160 CDHP/HDHP Plans: 1-888-224-4902	YRG, YRJ, YRL YRM, YRN, YRO, YRP, YRQ, YRT, YRB, YRY, JPY VXA XDV, YKY	Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Precert/Predermination: 800 752-1182 Fax: 800-266-3504 Peer to Peer: 888-870-9342 Spinal Peer to Peer: 888-236-2984 CM: 888-662-0939 CM email: centregcmref@anthem.com Behavioral Health: 1-866-582-2293 Transplant: 1-800-824-0581 Autism: 1-844-269-0538 E-Review: <u>Demographic, Admit and D/C Dates:</u> Anthem.OhioAdmitting@anthem.com Clinical Review/Re-Reviews: OHConcurrentClinicalReview@anthem.com (Inpatient) OHPreServiceClinicalReview@anthem.com (Outpatient) PT/OT - Orthonet eff 11/1/15: Phone: 1-844-282-6994 Fax: 1-844-216-1599 Via www.orthonet-online.com PT/OT/ST - AIM - eff date TBD AIM Provider Portal or 1-800-554-0580 Genetic Testing eff 7/1/17 AIM Provider Portal or 1-800-554-0580 Musculoskeletal & Pain Mgmt eff 11/1/17 AIM Provider Portal or 1-800-554-0580 Upper GI Endoscopy (EGD) eff 11/1/18 AIM Provider Portal or 1-800-554-0580
Ohio On Exchange Individual Products							
On Exchange - Individual: Anthem Gold/Silver/Bronze Pathway X Tiered PPO Network (limited network) (through 12/31/17) ----- Pathway X HMO Network (limited network) Eff 1/1/16 to 12/31/17 Eff 1/1/19 for limited OH counties	(855) 854-1438	JWR (through 12/31/17) ----- JWV	Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Same as Local Products

Ohio Off Exchange Individual Products

<p>Off Exchange - Individual: Anthem Gold/Silver/Bronze</p> <p>Pathway Tiered PPO Network (limited network) (through 12/31/17)</p> <p>Pathway HMO Network (limited network) Eff 1/1/16 - 12/31/17 Eff 1/1/19 for limited OH counties</p>	(855) 854-1438	<p>JWT (through 12/31/17)</p> <p>----- YFS</p>	<p>Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits</p>	<p>Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187</p>	<p>Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)</p>	<p>Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177</p>	Same as Local Products
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Ohio On Exchange Small Group (SHOP) Products

<p>On Exchange - Small Group: Anthem Gold/Silver/Bronze Blue Access Network (ending at renewal 2018)</p>	(855) 854-1438	<p>JWJ (ending at renewal 2018)</p>	<p>Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits</p>	<p>Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187</p>	<p>Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)</p>	<p>Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177</p>	Same as Local Products
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Ohio Off Exchange Small Group Products

<p>Off Exchange - Small Group: Anthem Gold/Silver/Bronze Blue Access Network</p> <p>Eff 1/1/2017 Pathway HMO Network (limited network) (ending at renewal 2018)</p> <p>Eff 1/1/18 Pathway Group HMO - for limited OH counties</p>	(855) 854-1438	<p>JWQ</p> <p>----- YSY (ending at renewal 2018)</p> <p>----- ZfZ</p>	<p>Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits</p>	<p>Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187</p>	<p>Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)</p>	<p>Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177</p>	Same as Local Products
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Anthem Associates

<p>Anthem Associates (HRA/HSA)</p>	1-800-676-2583	<p>WLU, , PMM, PTY, VAW, VVU, VVV, VVW, VVY, WUK, WUL, WPQ, XFY, WSP, AAG, WQP, VAW, JWW, WEP, WLP, WPU, WPV, WPX, WPY</p>	<p>Eligibility,Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and remits</p>	<p>Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187</p>		<p>Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177</p>	<p>Precert: 1-877-875-1223 UM Fax: 1-888-438-7061 CM: 1-855-537-3347 Diag Imaging, Sleep Therapy, Oncology Rx: 1-866-792-1072</p>
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National							
National (non-Auto)	1-800-676-2583	Most have "AN" in 4th and 5th digits	Eligibility , Claims Status, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent)	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Precert: 866-776-4793 Peer to Peer: 800-821-1453 Fax: 800-773-7797 CM: 800-737-1857 CM email: INDYNatAccts-CM@wellpoint.com CM Fax: 317-287-5864 Request UM Criteria: 877-814-4803 E-Review: <u>Demographic, Admit and D/C Dates:</u> INAdmittingNational-Anthem@anthem.com <u>Clinical Information:</u> UMNationalUnit@anthem.com
National (Auto) **Use BlueCard process effective 1/1/19 **Transfer to WGS system 1/1/19. Claims runout on Nasco until 12/31/19.	GM: 1-800-345-4907 Delphi: 1-800-345-4907 Delphi DSH: 1-888-500-7898 Ford-FGP: 1-800-367-5893 Ford-FSP: 1-888-500-7898 Chrysler: 1-800-848-2405 UAW Trust: 1-866-324-9666 MI Customer Service: Trust Facility Benefits: 800-249-5103 Trust Prof Benefits: 800-344-8525 Active Facility Claims: 800-482-0898 Active Prof Claims: 800-482-3146 GM GeoBlue 1-855-282-3517	GM: GHP,GIH, GMJ, GMH Delphi: DEH, DKP, DSH Ford: FGP, FSP Chrysler: DXP,DCH, DZW,DKP,DKM, NCH, DPU, DCC, NCH UAW: UGD,UGG,UFK, UFL, UCK,UDC QHH	Eligibility , Claims Status, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Contract issues: Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046 (non-urgent) 800-368-3238 (urgent) Benefit issues: member must appeal to BCBS MI	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	Refer to patient ID card. Preauthorization: Fax 1-866-311-9603 or mail to: Blue Cross Blue Shield of Michigan P.O. Box 2227 Detroit, MI 48231-2227 Mail code 0450 GM and Chrysler Radiology precert - AIM Specialty Health: 1-800-554-0580 Fax 1-888-730-2831 Chrysler Outpatient PT: handled by TheraMatrix eff 3/1/16 Phone: 888-638-8786 Web: www.theramatrix.com GeoBlue 1-800-952-3404
BlueCard (Non-Ohio Blue Cross and Blue Shield Members' Plans)							
Provider Finder (BlueCard Network)	800-810-BLUE	Refer to Member's ID Card	Information dependent upon availability from Blue Plan's front-end system	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187	Anthem BCBS ITS/Blue Card Dept P.O. Box 105557 Atlanta, GA 30348-5557 Fax: 1-800-376-0247 *Attach to completed PAR form	Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Call the number on the back of the member's ID card
Eligibility, Benefits, Precert - route to Home Plan	800-676-BLUE						
BlueCard	866-594-0521						
Federal Employee Program (FEP)							
Federal Employee Program (FEP) www.fepblue.org	1-800 451-7602 or 1-800-242-9635 IVR: claim status, checks, remits, eligibility, benefits	R	Eligibility, Benefits, Claim status (high level)	Anthem BCBS P.O. Box 105557 Atlanta, GA 30348-5557	Clinical: Anthem Blue Cross Blue Shield Federal Employee Program Attention: Provider Appeals 3075 Vandercar Way Cincinnati, OH 45209 Non Clinical: Anthem BCBS PO Box 105568 Atlanta, GA 30348 Fax: 1-888-859-3046	Anthem BCBS Cost Containment Overpayment Avoidance, P.O. Box 73651, Cleveland, OH 44193-1177	Precert: 800-860-2156 Peer to Peer: 800-860-2156 Fax: 800-732-8318 Fax - ABD: 877-606-3807 CM: 800 711-2225 E-Review: <u>Demographic, Admit, D/C and Clinical Information:</u> fepe-reviews@anthem.com <i>Federal requests for pre-Determination can not be handled through e-Review – please refer provider to customer service number on the back of the member's card.</i> Eff 7/1/19: Prior Approval and Site of Care requirements for specific specialty drugs

Senior Services							
Medicare Supplement Products 1-800-345-4344 (termed 12/1/16) 1-866-649-2037 Eff 12/1/16	YRR (termed 12/1/16) VNE Eff 12/1/16	Eligibility, Benefits, Claim Status, Claim Line Item Details and Member certificates. Links to Secure Messaging and Remits	Anthem BCBS PO Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Appeals Department P.O. Box 105568 Atlanta, GA 30348-5568 or Fax: 888-859-3046	Central Region CCOA Lockbox PO Box 73651 Cleveland OH 44193-1177	No Precert for Medicare supplement plans.	
Medicare Advantage EMPLOYER GROUP eff 1/1/15 Anthem Senior Advantage HMO Anthem Medicare Preferred LPPO-Local PPO Blue Medicare Access RPPO-Regional PPO Anthem Medicare Preferred (LPPO) Motion Picture Industry 1-800-467-1199 1-833-794-0312 1-833-848-8730	YRA (HMO) YRE (LPPO) YRS (RPPO) MBL ZVR (eff 1/1/19)	Eligibility, Benefits, Claims, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187 MyNexus eff 1/1/19 Mail home health claims to: my Nexus, PO Box 981620 El Paso, TX 79998-1620	Anthem Blue Cross and Blue Shield Attn: Senior Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason OH 45040 Fax: 1-888-458-1406 or 1-888-458-1407	Anthem BCBS Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Precert/Predetermination: use provider service # Fax - Inp notifications & all Outpatient: 1-866-959-1537 Fax- Facility Clinical: 1-877-423-9972 SNF, LTAC, Inpat Rehab: 1-800-262-2731 Fax-SNF, LTAC, Inpat Rehab: 1-877-423-9972 Peer to Peer: 1-800-262-2731 P2P Email: crp2p@anthem.com CM: 1-866-797-9884 opt. 4 CM email: CM-concierge@wellpoint.com E-Review: (all Central states) anthem.ohio.medicare@anthem.com Eff 1/1/19 Home Health via MyNexus: Phone: 1-844-411-9622 Fax: 1-844-834-2908	
Medicare Advantage INDIVIDUAL: Anthem MediBlue Essential (HMO) Anthem MediBlue Extra (HMO) Anthem MediBlue Plus (HMO) Anthem MediBlue Preferred (HMO) Anthem MediBlue Prime Select (HMO) Eff 1/1/18 - Limited Cleveland Clinic Network COPC Senior Care Advantage (HMO) -or- Paradigm Senior Care Advantage (HMO) Do not use any information on this guide. Refer to member's ID card. Anthem MediBlue Access (PPO) Anthem MediBlue Access Plus (PPO) -new name 1/1/18 Anthem MediBlue Access Core (RPPO) Anthem MediBlue Access Basic (RPPO) -new name 1/1/18 Anthem MediBlue Dual Advantage (HMO SNP)	1-844-421-5662 Refer to ID Card 1-844-421-5662 1-844-421-5662 1-844-421-5662 1-844-421-5662	JRI JRI VOC VOD JRG	Eligibility, Benefits, Claims, Links to Secure Messaging and Remits	Anthem BCBS P.O. Box 105187 Atlanta, GA 30348-5187 Attn: Core Care Select P.O. Box 70032 Anaheim, CA 92825 Electronic Claims Office Ally Payer ID: AGL02 Change Healthcare Payer ID: 52352	Anthem Blue Cross and Blue Shield Attn: Administrative Provider Plea/Appeals or Attn: Medical Necessity Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason OH 45040 Fax: 1-888-458-1406 or 1-888-458-1407 Refer to ID Card	Anthem BCBS ATTN: Cost Containment - Disputes P.O. Box 62427 Virginia Beach, VA 23466-2437 Refer to ID Card	For Paradigm/Core Care Select members refer to ID Card Precert/Predetermination: use provider service # Fax - Acute Inp notifications & all Outpatient: 1-866-959-1537 Fax - Facility Clinical: 1-877-423-9972 SNF, LTAC, Inpat Rehab, Inpat non-acute: 1-800-262-2731 Fax for SNF, LTAC, Inpat Rehab, Inpat non-acute: 1-877-423-9972 SNF, LTAC, Acute Rehab Initial or Concurrent reviews: OHDischargeplanning@anthem.com Peer to Peer: 1-800-262-2731 P2P Email: crp2p@anthem.com CM: 1-866-797-9884 opt. 4 CM email: CentralRegioncmconcierge@anthem.com E-Review: (all Central states) anthem.ohio.medicare@anthem.com Orthonet: PT,OT 1-844-340-6418 (eff 7/1/16; therapy in SNF & LTC included) Orthonet Fax: PT,OT 1-844-340-6419 (eff 7/1/16; therapy in SNF & LTC included) Eff 1/1/19 - all Spine/Back, PM & Surgery and Cardiology handled by AIM. PT,OT,ST - to AIM - eff date TBD Output Radiation Oncology: AIM 1-800-714-0040 or www.aimspecialtyhealth.com

Medicare Advantage- INDIVIDUAL continued						<p>Genetic Testing eff 11/1/17 AIM Provider Portal or 1-800-714-0040 Hearing Care Solutions: Eff 1/1/19 (877) 583-2842 http://hearingcaresolutions.com/anthem-members/ Email: ProviderServices@hearingcaresolutions.com Portal: ProviderPortal.HearingCareSolutions.com NationsHearing: Eff 1/1/18 thru 12/31/18 Phone: 1-800-921-4559 Website: http://nationsproviders.com/ Email: network@nationshearing.com</p> <p>Home Health via MyNexus eff 1/1/17: Use https://portal.mynexuscare.com/ or Fax Home Health Care Authorization Request Form to: 1-844-834-2908 Phone: 1-844-411-9622</p>
<p>MyNexus eff 8/1/18 Mail home health claims to: my Nexus, PO Box 981620 El Paso, TX 79998-1620</p>						

Other Information		
Dental: 1-866-947-9398	Behavioral Health Precert: 1-866-582-2293	CAQH: 1-888-599-1771
Pharmacy Benefit Manager: IngenioRx		
Commercial members: beginning Q2 2019 Medicare Advantage: 1/1/2020 Use ePrescribing or - Mail Order: 1-833-203-1742 Fax: 1-800-378-0323 Specialty Pharmacy: 1-833-262-1726 Fax: 1-833-263-2871		
Provider Solutions		
Northern Ohio: 216-573-4440	Central Ohio: 614-438-3400	Southern Ohio: 513-770-7607
Availity www.availity.com		
Eligibility and Benefits, Claims, Secure Messaging, Precertification (ICR Interactive Care Reviewer), Clear Claim Connection (code edits), Fee Schedules, Remits, MA Provider Self Service, EDI Gateway and much more!		
Effective December 8, 2017, MyAnthem, the secure provider portal for Anthem, will be retired. All information formerly on MyAnthem will be exclusively on Availity.		
Availity (general) technical support: 1-800-282-4548 E-Solutions: 1-800-470-9630 (Anthem specific) Availity technical support		
AIM Specialty Health Precertification	Retrospective Precertification	Request for Claim Review, Adjustment or Submitting Records
<p>Phone 1-800-554-0580; Hours 8:30 am – 7:00 pm ET Medicare Advantage 1-800-714-0040 Hours 8:00 am - 8:00 PM M-F AIM Web Customer Service: 1-800-252-2021</p> <p>Connect to AIM Precertification via: www.availity.com or AIM Provider Portal: www.providerportal.com For Peer to Peer: 800-554-0580, listen for correct option To submit authorizations: www.providerportal.com OR 800-554-0580</p> <p>Website: www.aimspecialtyhealth.com: Clinical guidelines here</p> <p>Email: technical portal Issues - webcustomerservice@aimspecialtyhealth.com</p> <p>Optinet Surveys/Site Assessments Help Desk: 1-800-252-2021 or optinetsupport@aimspecialtyhealth.com</p>	<p>AIM can enter cases retro 2 business days only. Eff August 22, 2015 - these can be done online. After that timeframe, use the post service review/reconsideration process.*</p> <p>Anthem UM Services PO Box 105187 Atlanta, GA 30348-5187</p> <p>Fax for Local: 1-888-859-3046</p> <p>*Medicare Advantage: No retros allowed. Effective in 2015, failure to obtain a prior authorization will result in an administrative denial and members cannot be balance billed.</p>	<p>Anthem BCBS PO Box 105557 Atlanta, GA 30348-5557 Fax: 1-800-376-0247</p> <p>Include completed Provider Adjustment Request Form, or a letter with all pertinent claim and patient details.</p> <p>**If you receive a record request letter, follow the instructions on the letter for returning them.</p>
Specialty Pharmacy Precertification	Refunding Anthem Checks	
<p>National: check members ID card Commercial: Eff 6/15/19 Non-oncology specialty drug reviews transition to Anthem. Phone: 1-833-293-0659 Fax: 1-888-223-0550 or via Availity. Oncology reviews - AIM: aimspecialtyhealth.com via Availity Site of Care Clinical Review Program: effective with dates of service on and after July 18, 2016 Medicare Advantage: Phone 866-797-9884 option 5, Fax 866-959-1537 with General Precert Form (anthem.com Precertification page) Medicare Advantage Email: maspecialtypharm@anthem.com Oncology specialty drugs: AIM - www.providerportal.com - or 1-800-554-0580. FEP: submit ABD (with clinical) to fax 877-606-3807</p>	<p>If you are returning a check issued by Anthem Blue Cross and Blue Shield, please mail to: Anthem Finance Dept. 1351 William Howard Taft Mail-Point: CW1-262 Cincinnati, Ohio 45206</p>	
Electronic Data Interchange	Anthem.com	
<p>EDI Solutions Help Desk: 800 470 9630 Email: e-solutions.support@anthem.com</p>	<p>Information Available Online: http://www.anthem.com/edi/ (Select OH & click enter) EDI Payor IDs: Professional - 00834; Facility - 00332</p> <p>Anthem website technical support: 1-866-755-2680 - including Find a Doctor</p>	