Medicare Advantage Public Provider Portal

Assisting Providers in Navigating Anthem’s Medicare Advantage Provider Sites

www.anthem.com/medicareprovider
Introduction

• Providers may **go directly** to the Anthem BlueCross and BlueShield Medicare Advantage landing page by typing in the URL [www.anthem.com/medicareprovider](http://www.anthem.com/medicareprovider). This is the quickest and easiest path to the site.

• Providers may also follow the link instructions in this presentation to navigate to the Anthem BlueCross and BlueShield Medicare Advantage landing page.

• The presentation will also highlight some of the most commonly visited resource and educational features within the Anthem BlueCross and BlueShield Medicare Advantage sites.
Navigation to MA Public Provider Portal

www.anthem.com
From the Anthem home page click on either provider link marked with the red arrows.
From the Provider home page, click on the Medicare Solutions link in the center of the page.

These navigation steps can be bypassed by going directly to www.anthem.com/medicareprovider
Medicare Advantage Home Page

This page contains many useful links to help you better serve our Medicare Advantage members. The next nine slides highlight the most commonly visited pages.

1) Important Medicare Advantage Updates
2) Plans and Benefits
3) HMO and PPO Provider Guidebook
4) Member ID Card Samples
5) Provider Forms
6) Risk Adjustment
7) Clinician Tools and Resources
8) Medicare Advantage and Part D Training
9) Contact Us
# Important Medicare Advantage Updates

This page contains educational articles and emails along with CMS releases that Anthem feels is important that our provider community is made aware of.

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The Plans and Benefits page provides links to the member’s Summary of Benefits, Evidence of Coverage, and Formularies for all of Anthem BlueCross BlueShield’s Individual* Medicare Advantage and Part D plans.

*For Employer Group plans please call the number on the back of the member’s ID card.
The guidebook contains information on the following subjects:

Medicare Advantage Overview
Provider Participation
Credentialing
Utilization Management
Grievance and Appeals
Member ID Card Samples

This page consists of a PDF file containing examples of all Anthem BlueCross BlueShield’s Individual Medicare Advantage Plan ID Cards to be used as reference.
Commonly used forms such as Precertification and Beneficiary Notice Forms are on this page.

Medicare Advantage Provider Forms

Precertification*
Precertification Requirements
Precertification Form

*Medicare Advantage Products never require Pre-Existing Condition signoff.

Beneficiary Notice Forms
Medicare beneficiaries and providers have certain rights and protections related to financial liability under the Medicare Advantage (MA) Programs. Financial liability, appeal rights, and protections are communicated to beneficiaries through notices given by providers or the MA health plan.

Medicare Part D Rx Coverage Determinations and Appeals
Providers can send a request for a prescription coverage determination or an appeal for a Medicare plan via email rather than fax or phone by sending the request to the following address: medicarepartdprequests@express-scripts.com

Express Scripts, Inc. is a separate company that provides pharmacy services and pharmacy benefit management services on behalf of health plan members.

Provider Inquiry/Refund/Adjustment Form
This form is also used for Corrected Claims sent in by the provider.
This series of pages are set up to assist providers with coding and documentation, training, and news items pertaining to Risk Adjustment.

Risk Adjustment Site
www.anthem.com/medicareriskadjustment
The Clinicians Tools and Resources page pulls together many different internal and external documents to assist providers in serving our members. These include brochures and guides from the CDC, the AMA, American Cancer Society and Anthem.
In accordance with CMS stipulations, Anthem BlueCross and BlueShield and its subsidiaries requires providers that are not eligible to provide services under traditional Medicare or that do not have a Medicare identification number to train employees on Fraud, Waste and Abuse on an annual basis.
The most direct way to reach Anthem BlueCross BlueShield’s provider service area that can best assist you is to call the number on the back of the member’s ID card. We do understand that these numbers may not always be at hand so we created this page to assist you in reaching us.
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