

Quick Contact Sheet

<u>Availity</u> Login at www.availity.com to access • Chat • Claim Status • Claims link to Secure Messaging for online resolution • Clinical Edits • Electronic Transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275) • Eligibility, Benefits • Medical Policies • Member's ID card • Rate Schedules • Payment Appeal Tool • Interactive Care Reviewer • Learning Library • Link to AIM Specialty Health • Remittance Advices • Solicited and Unsolicited Medical Record Submission Availity Help Desk 800-282-4548 <u>Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA)</u> All changes or new registrations for EFT/ERA can be accessed online at www.availity.com <u>EDI Help Desk</u> 800-470-9630 e-solutions.support@anthem.com	<u>Network Contract Administration Specialist</u> Contract administration specialists provide status of provider's application during contracting/recontracting. Providers can request to modify provider profile, demographic changes, or join the exchange network. email: providercontractadmin@anthem.com <u>Provider Additions</u> www.anthem.com, select Providers, select Begin Application <u>Provider Changes and Terminations</u> www.anthem.com, select Providers at the top of the page, select Provider Maintenance, select Provider Maintenance Form <u>Enhanced Personal Health Care</u> Interested in information on our Enhanced Personal Health Care payment innovation program, email: Mo_PrimaryCareProgram@anthem.com <u>Affordable Care Act (SOAP Notes & Medical Records)</u> Inovalon ePASS Tool: https://epass.inovalon.com or 866-682-6680 (fax submission) Help Desk: 877-448-8125 ePass Webinar Registration: ePASS@ProviderRelations@inovalon.com	<u>Provider Education & Training</u> Providers can access webinar training schedules online at www.anthem.com, select Providers, Education and Training. <u>Provider Services</u> Providers can now have questions answered quickly and easily. With Chat, providers can have a real-time, online discussion through a new digital service, available through Payer Spaces on www.availity.com <u>Provider Experience Consultants</u> Provider Experience Consultants are available to provide education on Anthem products, networks, electronic tools, initiatives and to address contractual concerns. www.anthem.com, select Providers, Change State to Missouri, select Providers at the top of the page, select Contact Us, select Missouri Provider Experience Consultants.
<u>Precertification</u> ICR & AIM Specialty Health Login at www.availity.com, select Auths and Referrals, select <i>Interactive Care Reviewer or AIM Specialty Health</i> 888-730-2817 AIM phone 800-252-2021 AIM Web Help Desk <u>Central Peer to Peer Review</u> 888-870-9342 <u>Anthem Medical Policies</u> https://www.anthem.com/provider/policies For questions/clarification on medical policies email, medical.policy@anthem.com <u>Commercial Case Management</u> 888-662-0939	<u>1099 Form Requests</u> email: 1099dept@anthem.com or call 888-246-4893 <u>Refund Address</u> P.O. Box 73651 Cleveland, OH 44193 <u>Audit Vendors</u> If a Provider or Facility receives a notification from an audit vendor refer to the letter for contact information.	<u>Pharmacy</u> https://www.anthem.com/provider/pharmacy/ <u>Dental Provider Services</u> 866-947-9398 <u>BlueView Vision Provider Services</u> 866-723-0515

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Products	Provider Service	Availability (www.availity.com)	Precertification	Claims Address	Correspondence	Appeals Address	UM Appeals
Anthem Business	888-571-9054 800-810-2583 (MCHCP)	See Availity	see Precertification 800-992-5498 (ph) 888-656-5721 (f) 800-992-5498 (MCHCP)	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	Grievance/Appeals P.O. Box 105568 Atlanta, GA 30348	UM Appeals P.O. Box 105568 Atlanta, GA 30348
Exchange (ACA)	888-571-9054		see Precertification 800-992-5498	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	Grievance/Appeals P.O. Box 105568 Atlanta, GA 30348	UM Appeals P.O. Box 105568 Atlanta, GA 30348
Anthem Alliance	888-571-9054 (Mercy) 833-578-4436 (all others) 800-413-8008 (BH)		877-910-2410 (Mercy Coworkers) 800-992-5498 (ph) 888-656-5721 (f) (all others)	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	Grievance/Appeals P.O. Box 105568 Atlanta, GA 30348	UM Appeals P.O. Box 105568 Atlanta, GA 30348
Medicare Advantage (MA)	855-690-7798 855-251-8826 (HMO/D-SNP)	See Availity	see Precertification 877-423-9972 (f)	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	Medicare Advantage Appeals 4361 Irwin Simpson Rd Mason, OH 45040	UM Appeals P.O. Box 105568 Atlanta, GA 30348
Healthy Blue	833-405-9086		see Precertification	Healthy Blue P.O. Box 61010 Virginia Beach, VA 23466	Healthy Blue P.O. Box 61599 Virginia Beach, VA 23466	Payment Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466	UM Appeals P.O. Box 61599 Virginia Beach, VA 23466
BlueCard	866-791-2292	• Eligibility, Benefits 800-676-BLUE (2583)	www.anthem.com or call the number on the back of the ID card.	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	ITS/BlueCard Appeals P.O. Box 105557 Atlanta, GA 30348	Refer to Member's Home Plan
Federal Employee Program (FEP)	800-392-8043	www.anthem.com/fep	www.FEPBlue.org	P.O. Box 105557 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	FEP Appeals 1351 William Howard Taft Rd Cincinnati, OH. 45206	800-860-2156 Peer-to-Peer
National Accounts	800-676-2583	See Availity	866-776-4793 (ph) 800-773-7797 (f)	P.O. Box 105187 Atlanta, GA 30348	P.O. Box 105557 Atlanta, GA 30348	Appeals Department P.O. Box 105568 Atlanta, GA 30348 888-859-3049 (non-urgent) 800-368-3238 (urgent)	800-927-4065 (ph) 317-287-5968 (f)