



Ready reference guide — Wisconsin  
Revised June 1, 2024

Wisconsin | Commercial

The local prefixes listed are not all-inclusive and represent the most common.

Products	Provider/Customer service	Prefixes	Information available on Availability	Claims address	Provider adjustment requests	Provider refunds	Utilization Management (UM)
					(Claim payment disputes/reconsiderations)	(Contact Customer Service for the address to return Anthem checks)	(Precertification of services not managed by Caelon Medical Benefits Management, Inc.)
Commercial products							
Anthem Link Blue Connection EPO <sup>(1)</sup> <sup>(1)</sup> Supported by the Blue Connection (BlueHPN) Network in WI. Available with HSA.	Group policies: 800-676-2583	H8W	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 4</i>
Anthem Link Blue Connection EPO <sup>(1)</sup> <sup>(1)</sup> Supported by the Blue Connection (BlueHPN) Network in WI.	Group policies: 800-676-2583	H9W	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 4</i>
Blue Access® Blue Preferred® Blue Preferred® Plus POS Blue Traditional® <i>Available with HSA, HRA and HIA</i>	Group policies: 800-676-2583	GPJ, GQP, XWH	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 4</i>
Blue Priority Plus POS <sup>(1)</sup> <sup>(1)</sup> Product Available with Blue Priority WI Network in WI <i>Available with HSA, HRA and HIA</i>	Group policies: 800-676-2583	YWI	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 4</i>
Well Priority <sup>(1)</sup> <sup>(1)</sup> Product Available with Blue Priority WI Network in WI	Group policies: 800-676-2583	BTP	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 4</i>
Anthem Enhanced Choice	Group policies: 800-676-2583	E7W	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts <i>UM Appeals: See page 3</i>



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Utilization Management (UM) (Precertification of services not managed by Caelon Medical Benefits Management, Inc.)								
Products		Provider/Customer service	Prefixes	Information available on Availity	Claims address	Provider adjustment requests (Claim payment disputes/reconsiderations)	Provider refunds (Contact Customer Service for the address to return Anthem checks)	
Commercial products								
Anthem (Bronze/Silver/Gold) Pathway Individual product available with Pathway WI Network. <i>Available in Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Waukesha, Washington, and Winnebago counties in 2024</i>	Individual policies (On exchange): 800-676-2583	X9P	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFAI) attachments (medical records), chat with payer		Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts UM Appeals: See page 4
Anthem (Bronze/Silver/Gold) Pathway Individual product available with Pathway Network. <i>Available in Calumet, Kenosha, Milwaukee, Outagamie, Ozaukee, Racine, Waukesha, Washington, and Winnebago counties in 2024</i>	Individual policies (Off exchange): 800-676-2583	W9P						
Anthem (Bronze/Silver/Gold) Blue Priority-WI Individual product available with Blue Priority WI Network. <i>Available in Brown, Door, Kewaunee, Manitowoc, Oconto, Rock, and Walworth counties in 2024</i>	Individual policies (On exchange): 800-676-2583	DHS						
Anthem (Bronze/Silver/Gold) Blue Priority-WI Individual product available with Blue Priority WI Network. <i>Available in Brown, Door, Kewaunee, Manitowoc, Oconto, Rock, and Walworth counties in 2024</i>	Individual policies (On exchange): 800-676-2583	JLK						
Anthem (Bronze/Silver/Gold) Blue Preferred Individual product available with Blue Preferred Network. <i>Available in all counties except Florence in 2024</i>	Individual policies (On exchange): 800-676-2583	DGH						
Anthem (Bronze/Silver/Gold) Blue Preferred Individual product available with Blue Preferred Network. <i>Available in all counties except Florence in 2024</i>	Individual policies (Off exchange): 800-676-2583	CWH						



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Products		Provider/Customer service	Prefixes	Information available on Availity	Claims address	Provider adjustment requests (Claim payment disputes/reconsiderations)	Provider refunds (Contact Customer Service for the address to return Anthem checks)	Utilization Management (UM) (Precertification of services not managed by Carelton Medical Benefits Management, Inc.)
Anthem (Bronze/Silver/Gold) Blue Access PPO Small Group products available with Blue Access Network	Small group policies (Off exchange): 800-676-2583	VZB	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer		Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts UM Appeals: See page 4
Anthem (Bronze/Silver/Gold) Blue Preferred POS Small Group products available with Blue Preferred Plus Network	Small group policies (Off exchange): 800-676-2583	VZC						
Anthem (Bronze/Silver/Gold) Blue Priority POS Small Group products available with Blue Priority WI Network	Small group policies (Off exchange): 800-676-2583	VZU						
Self-funded groups — administered by Anthem								
Anthem ID card (Back of card indicates "Benefits administered by Anthem" or "Benefits administered by Wisconsin Collaborative Insurance Company WCIC...")	See back of member ID card or call 800-676-2583	Refer to Member's ID Card	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer		Anthem PO Box 105187 Atlanta, GA 30348-5187 (Back of ID card indicates submit claims to BCBS plan in state where services rendered)	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Call the number on the back of the member's ID card
BlueCard® (non-Wisconsin commercial and Medicare Advantage members' plans)								
Eligibility	800-676-2583	Refer to Member's ID Card	Information dependent upon availability from Blue plan's front-end system		Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Call the number on the back of the member's ID card
BlueCard Provider Service	866-791-2292							
Provider Finder (BlueCard® Network)	800-810-2583							
Note: Please use the contacts referenced above for non-WI Blue Medicare Advantage PPO members.								
Federal Employee Program (FEP)								
Federal Employees Health Benefits Program (FEP)	800-242-9635	R	Eligibility, benefits, claim status, interactive care reviewer (ICR), remit copies, secure messaging, attachments (medical records), chat with payer		Anthem PO Box 105557 Atlanta, GA 30348-5557	Same as claims address	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Precert: 800-860-2156 FAX: 800-732-8318 Care Management: 800-711-2225
Medicare supplement								
Medicare supplement products *Non-contracted products	866-341-1053	VZQ, VZL, AUQ, VZA	Eligibility, remits, benefits, claim status, secure messaging		Anthem PO Box 105187 Atlanta, GA 30348-5187	Same as claims address	Voluntary and requested refunds: Anthem PO Box 933657 Atlanta, GA 31193-365	Not applicable



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Medicare Advantage								
Medicare Advantage group sponsored retiree plans	Customer/Provider Service 833-848-8730	WZV (PPO)	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem PO Box 933657 Atlanta, GA 31193-3657	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts	
Anthem Medicare Advantage (PPO), Anthem Medicare Advantage 3 (PPO), and Anthem Veteran (PPO)	800-676-2583	VOE, ZOE	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 105187 Atlanta, GA 30348-5187	Send through: Availity or Anthem PO Box 105557 Atlanta, GA 30348-5557	Voluntary and requested refunds: Anthem Cost Containment Overpayment Avoidance PO Box 73651 Cleveland, OH 44193-1177	Send through the Availity Auth App or call the number on the back of the member's ID card and follow the prompts	
Plans available in 72 counties in 2024. See BlueCard section for non-WI Blue Medicare Advantage PPO member information.								
Anthem Medicare Advantage (HMO) Available in 71 counties in 2024	800-676-2583	ZRB						
Anthem Full Dual Advantage (HMO D-SNP) & Anthem Dual Advantage (HMO D-SNP) Available in 71 counties in 2024 Dual Special Needs Plans (D-SNP) coordinate Medicaid and Medicare programs and provide enhanced member benefits.	800-676-2583	VOT						
Medicare Advantage appeals* Mail Information to: Medicare Complaints, Appeals and Grievances (MCAG), Attention: Medical Necessity Provider Appeals, Mail Stop: OH0205-A357, 4361 Irwin Simpson Road, Mason, OH 45040 <i>*This information applies to all Medicare Medicare Advantage plans from Anthem — For more information on appeals and disputes for Medicare Advantage members, please to go anthem.com/medicareprovider and select the provider manual.</i>								
Medicaid								
Medicaid For Wisconsin Medicaid Provider self-service, please go to our provider website at:	800-454-3730	ZRA	Eligibility, benefits, authorizations, claim status, remit copies, claim payment disputes (appeals), secure messaging, request for information (RFI) attachments (medical records), chat with payer	Anthem PO Box 61010 Virginia Beach, VA 23466-1010	Send through: Availity or Anthem Central Appeals Processing PO Box 62429 Virginia Beach, VA 23466-2429	All refunds (requested and voluntary): Anthem PO Box 933657 Atlanta, GA 31193-3657	Send through the Availity Auth App, or call: 855-558-1443 FAX: 800-964-3627	
providers.anthem.com/wisconsin-provider/home								



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						(Claim payment disputes/reconsiderations)	(Contact Customer Service for the address to return Anthem checks)	(Precertification of services not managed by Caelon Medical Benefits Management, Inc.)
						Commercial Utilization Management appeals		
Phone: 800-325-3377 Fax: 888-859-3046* Mail additional information to: Anthem, UM Appeals Grievance and Appeals Department, PO Box 105568, Atlanta, GA 30348-5568* <i>*Send appeals related to utilization management denials and true grievances and appeals to this address. Please do not use this address for complaints (claim reconsideration requests). Authorization appeals can be submitted through the interactive care reviewer (ICR) available on Availity.</i>								
Caelon Medical Benefits Management			Electronic data interchange (EDI)			Secure provider portal		
<p>Request prospective precertification for Availity Essentials online at Availity.com.</p> <p><b>Applicable programs and services:</b></p> <ul style="list-style-type: none"><li>• Cancer care quality program</li><li>• Cardiovascular</li><li>• Genetic testing</li><li>• Musculoskeletal and pain management</li><li>• Radiation oncology</li><li>• Radiology</li><li>• Rehabilitation (PT, OT, ST)</li><li>• Sleep studies, therapy/treatment</li><li>• Surgical</li></ul> <p>Call Center phone: Number on back of member ID card, or 800-554-0580</p> <p>Hours: 7:30 am to 6:00 pm CDT, Monday through Friday</p> <p>Web Help Desk: 833-342-1253      <a href="#">Caelon Microsites</a></p> <p>More information on all programs:</p> <p>providers.caelonmedicalbenefitsmanagement.com/medoncology-ccqp</p>			<p>Availity is Anthem's designated EDI gateway for all EDI transactions.</p> <p>For more information and support go to Availity.com or call 800-Availity (282-4548)</p> <p>Electronic claim submission (837I and 837P) and EDI Transactions (270, 276): Availity.com</p> <p>Electronic remittance advice (835) Enrollment: Availity.com</p> <p>Electronic funds transfer (EFT) Enrollment: enrollsafe.payeehub.org</p>			<p>Availity.com</p> <p>Phone: 800-Availity (282-4548) for assistance with registration, web-related questions and password resets.</p> <p><b>Important Note:</b> Access to Anthem fee schedule inquiry, provider enrollment and online provider remittance advice copies, is offered exclusively through Availity.com. To access select Payer Spaces &gt; Applications &gt; Fee Schedule Inquiry or Provider Enrollment or Remittance Inquiry. Access to some applications are granted by the providers organization access administrator.</p> <p><b>Professional and facility reimbursement policies</b> are available on the public provider website at Anthem.com — select Provider &gt; Wisconsin as your state &gt; Policies, Guidelines &amp; Manuals &gt; Reimbursement Policies. For more information on Anthem features and navigation, select Payer Spaces &gt; Applications &gt; Custom Learning Center to find presentations and reference guides (under Resources) that can be used to educate provider staff on Anthem proprietary tools.</p>		

Caredon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.

Anthem Blue Cross and Blue Shield is the trade name of Blue Cross Blue Shield of Wisconsin (BCBSWI), Compcare Health Services Insurance Corporation (Compcare), and Wisconsin Collaborative Insurance Company (WCIC). BCBSWI underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by Compcare or WCIC; Compcare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensee(s) of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

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