

## Contact quick reference guide

Indiana | Anthem Blue Cross and Blue Shield | Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging • Medicare Advantage • Commercial

<p><b>Availity Essentials</b></p> <p>Log in to <a href="https://Availity.com">https://Availity.com</a> for:</p> <ul style="list-style-type: none"> <li>• Authorization and referrals</li> <li>• Chat</li> <li>• Claim status</li> <li>• Claims help through secure online messaging</li> <li>• Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)</li> <li>• Eligibility and benefits</li> <li>• Fee schedules</li> <li>• Learning library</li> <li>• Link to Carelon Medical Benefits Management, Inc. (formerly AIM Specialty Health)</li> <li>• Medical policies</li> <li>• Medical record submission</li> <li>• Members' ID cards</li> <li>• Payment appeal tool</li> <li>• Remittance advice</li> </ul>	<p><b>Network contracting</b></p> <p>Provider requests and updates should be sent via the Anthem provider enrollment applications below:</p> <ul style="list-style-type: none"> <li>• To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <a href="https://Availity.com">https://Availity.com</a> &gt; Payer Spaces &gt; our tile &gt; Provider Enrollment. Reference <b>Join Our Network</b> for directions.</li> <li>• If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <a href="https://Availity.com">https://Availity.com</a> &gt; My Providers &gt; Provider Data Management to begin the attestation. Reference: <b>Provider Maintenance</b> for directions.</li> </ul>	<p><b>Provider education and training</b></p> <p>Our dynamic online <b>Learning Hub (on24.com)</b> has training courses, on-demand webinar replays, demonstration videos, and more.</p> <p><b>Provider Services</b></p> <p>Get questions answered quickly and easily using the Chat with Payer tool at <a href="https://Availity.com">https://Availity.com</a>. The tool enables real-time, online conversations with us.</p> <p><b>Health Care Networks</b></p> <p>Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.</p> <ul style="list-style-type: none"> <li>• <b>Commercial:</b> Go to <b>Contact Us</b> and make a choice in the <i>Resource Categories</i> dropdown.</li> </ul>
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*Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan.*

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan, Hoosier Care Connect, and Indiana PathWays for Aging through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.

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<p><b>Availity Client Services</b> (<a href="https://Availity.my.site.com">Availity.my.site.com</a>) provides customer support for Availity users.</p> <p><b>Electronic funds transfer (EFT) and electronic remittance advice (ERA)</b> All changes to EFT/ERA can be made in Availity Essentials.</p> <p><b>SOAP (Subjective Objective Assessment Plan) notes and medical records:</b></p> <ul style="list-style-type: none"> <li>Inovalon ONE® Platform: Converged Patient Assessment (<a href="https://inovalon.com">inovalon.com</a>) or fax to <b>866-682-6680</b>.</li> <li>Help Desk: <b>877-448-8125</b></li> </ul> <p><b>Precertification</b> Log in to <a href="https://Availity.com">https://Availity.com</a> and select <b>Auths and Referrals</b>.</p> <p><b>888-730-2817:</b> Carelon Medical Benefits Management phone</p> <p><b>800-252-2021:</b> Carelon Medical Benefits Management web help desk</p> <p><b>Central peer-to-peer review</b> <b>888-870-9342</b></p> <p><b>Anthem Medical Policies</b> <i>Medical Policies &amp; Clinical UM Guidelines</i></p>	<p>Professional providers who wish to add a network to their existing Anthem agreement should email the following information to <a href="mailto:anthem.indiana@anthem.com">anthem.indiana@anthem.com</a>:</p> <ul style="list-style-type: none"> <li>Group name</li> <li>TIN</li> <li>Group NPI</li> <li>Primary practice address (including county)</li> <li>Network(s) you wish to add</li> <li>Name and contact phone number</li> </ul> <p>Facilities (including behavioral health facilities) that want to contract with us or make a change to their existing contract (such as adding a network) should email the following information to <a href="mailto:indianaprovidersolutionsmail@anthem.com">indianaprovidersolutionsmail@anthem.com</a>:</p> <ul style="list-style-type: none"> <li>Organization/facility name</li> <li>IRS <i>Form W-9</i> or TIN</li> <li>Organization/facility NPI</li> <li>Network(s) you wish to add</li> <li>Name and contact phone number</li> </ul> <p><b>IRS Form 1099 requests</b> Email <a href="mailto:1099dept@anthem.com">1099dept@anthem.com</a> or call <b>888-246-4893</b>.</p> <p><b>Refund address</b> P.O. Box 73651 Cleveland, OH 44193</p> <p><b>Audit vendors</b> Refer to the letter the audit vendor sent for their contact information.</p>	<ul style="list-style-type: none"> <li><b>Federal and state plans:</b> Go to our <a href="#">contacts page</a>.</li> </ul> <p><b>Enhanced Personal Health Care program</b> For information about this payment innovation program, email <a href="mailto:INEPHC@anthem.com">INEPHC@anthem.com</a>.</p> <p><b>Provider resources</b> On our <a href="#">Commercial/Medicare Advantage site</a> or <a href="#">Medicaid site</a>, you can find our:</p> <ul style="list-style-type: none"> <li>Provider manual</li> <li>Reimbursement policies</li> <li><i>Clinical Practice Guidelines</i></li> </ul> <p><b>Provider forms:</b></p> <ul style="list-style-type: none"> <li>Commercial/Medicare Advantage <a href="#">Provider Forms &amp; Guides</a></li> <li>Medicaid Forms</li> </ul>
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<p>Commercial — Case Management (CM) 888-662-0939</p>	<p>Pharmacy <a href="#">Pharmacy Information for Providers</a></p> <p>Dental provider services 866-947-9398</p> <p>BlueView Vision Provider Services 866-723-0515</p>	
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## Product table

**Reminder:** Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services or Customer Service	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Customer Service for the address for returning our checks)	Preapproval (including retrospective reviews) (other than radiology) Case Management (CM)
<b>Local products</b> Blue Access Blue Preferred Blue Traditional	<b>800-345-4344</b>	Eligibility, benefits, claim status, claim. Links to secure messaging and remits	Medical claims Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187  Fax: <b>800-376-0247</b>	Anthem Blue Cross and Blue Shield Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Blue Cross and Blue Shield Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: <b>877-814-4803</b>  Radiology preapproval: <b>800-554-0580</b>  BH preapproval: <b>866-582-2293</b>  CM: <b>888-662-0939</b>  Recovery: <b>800-345-7029</b>

Indiana HealthSync products						
Anthem HealthSync HMO/POS	<b>800-345-4344</b>	Eligibility, benefits, claim status, claim links to secure messaging, and remits	Anthem Blue Cross and Blue Shield 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	Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: <b>877-814-4803</b>  Radiology preapproval: <b>800-554-0580</b>  BH preapproval: <b>866-582-2293</b>  CM: <b>888-662-0939</b>
Exchange						
Anthem Essential (previously known as Pathway Essentials)	<b>800-676-2583</b>	Eligibility, benefits, claim status, claim links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Attn: Grievance and Appeals P.O. Box 105568 Atlanta, GA 30348-5568	Anthem Blue Cross and Blue Shield Central Region-CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	Medical preapproval: <b>877-814-4803</b>

<b>Anthem associates</b>						
HRA/HSA	<b>877-875-1223</b>	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield Appeals P.O. Box 105568 Atlanta, GA 30348  Or fax: <b>877-876-4992</b>	Anthem Blue Cross and Blue Shield Cost Containment Overpayment Avoidance P.O. Box 73651 Cleveland, OH 44193-1177	Preapproval: <b>877-875-1223</b>  UM fax: <b>888-438-7061</b>  Rx preapproval fax: <b>866-310-3666</b>  Rx mail order: <b>866-413-0197</b>  AIM: <b>866-792-1072</b>
<b>BlueCard (Non-Indiana Blue Cross and Blue Shield Members' Plans)</b>						
	Eligibility, benefits, preapproval — route to Home Plan: <b>800-676-2583</b>  BlueCard Provider Service: <b>866-594-0521</b>  BlueCard claim status: <b>866-594-0521</b>	Information dependent upon availability from Blue Plan's front-end system	Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187	Anthem Blue Cross and Blue Shield ITS/Blue Card Dept. P.O. Box 105557 Atlanta, GA 30348-5557	<b>800-676-BLUE (2583)</b>	<b>800-676-BLUE (2583)</b>

<b>Federal Employee Program (FEP)</b>						
Federal employee Program (FEP) (R88888888)	<b>800-382-5520</b>	Eligibility, benefits, claim status (high-level)	Anthem Blue Cross and Blue Shield Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Anthem Blue Cross and Blue Shield Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Health Plan Reference - IN COPY Finance Dept. 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Preapproval: <b>800-860-2156</b>  Peer to Peer: <b>800-860-2156</b>  Prior Auth Fax: <b>800-732-8318</b>  Fax — ABD: 877-606-3807  CM: <b>800-711-2225</b>
<b>Senior services</b>						
Medicare Supplement products	<b>866-649-2033</b>	Eligibility, benefits, claim status, links to secure messaging, and remits	Anthem Blue Cross and Blue Shield 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  Fax: <b>888-859-3046</b>	Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177	No preapproval for Medicare supplement plans.

<p>Medicare Advantage Individual</p> <p>Anthem MediBlue Access (PPO)</p> <p>Anthem MediBlue Plus (HMO)</p> <p>Anthem MediBlue Dual Advantage (HMO SNP)</p> <p>Anthem MediBlue Access (Regional PPO)</p>	<p><b>844-421-5662</b> (applies to all prefixes)</p> <p>Post acute: <b>844-411-9622</b></p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187</p>	<p>Medicare Advantage Appeals and Grievances Mailstop: OH0205-A537 4361 Irwin Simpson Rd. Mason, OH 45040</p>	<p>Anthem Blue Cross and Blue Shield Central Region — CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193-1177</p>	<p>CM: <b>866-797-9884</b></p>
<p><b>State-sponsored business plans</b></p>						
<p>Healthy Indiana Plan (HIP)</p>	<p>Provider Services and pharmacy: <b>844-533-1995</b></p> <p>Dental: <b>855-453-5286</b></p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466</p>	<p>Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466</p>	<p>HIP: CCOA Lockbox P.O. Box 73651 Cleveland, OH 44193</p>	<p>UM and behavioral health: <b>844-533-1995</b></p> <p>Carelon Medical Benefits Management: <b>844-767-8158</b></p>

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<p>Hoosier Healthwise (HHW)</p>	<p>Provider Services and pharmacy: <b>866-408-6132</b></p> <p>Dental: <b>855-453-5286</b></p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466</p>	<p>Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466</p>	<p>Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193</p>	<p>UM and behavioral health: <b>866-408_6132</b></p> <p>Carelon Medical Benefits Management: <b>844-767-8158</b></p>
<p>Hoosier Care Connect (HCC)</p>	<p>Provider Services and pharmacy: <b>844-284-1798</b></p> <p>Dental: <b>855-453-5286</b></p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466</p>	<p>Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466</p>	<p>Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193</p>	<p>UM and behavioral health: <b>866-408-6132</b></p> <p>Carelon Medical Benefits Management: <b>844-767-8158</b></p>
<p>Indiana PathWays for Aging (LTSS)</p>	<p>Provider Services: <b>833-569-4739</b></p> <p>Dental LTSS: <b>866-291-3762</b></p> <p>Pharmacy: <b>844-691-2487</b></p>	<p>Eligibility, benefits, claims, links to secure messaging, and remits</p>	<p>Anthem Blue Cross and Blue Shield Mailstop: IN999 P.O. Box 61010 Virginia Beach, VA 23466</p>	<p>Anthem Blue Cross and Blue Shield Provider Disputes and Appeals P.O. Box 61599 Virginia Beach, VA 23466</p>	<p>Overpayment Recovery P.O. Box 92420 Cleveland, OH 44193</p>	<p>UM and behavioral health: <b>866-408-6132</b></p> <p>Carelon Medical Benefits Management: <b>844-767-8158</b></p>



Email is the quickest and most direct way to receive important information from us.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the left or via our online form:

<http://anthem.ly/signup-abcbs-in>.