

Quick Contact Sheet

<p>Availity Log into Availity.com to access</p> <ul style="list-style-type: none"> • 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 <p>Availity Help Desk Phone: 800-282-4548</p> <p>Electronic Funds Transfer (EFT) / Electronic Remittance Advice (ERA) All changes or new registrations for EFT/ERA can be accessed online at Availity.com</p> <p>EDI Help Desk Phone: 800-470-9630 Email: edi.ent.support@elevancehealth.com</p>	<p>Provider Additions Go to anthem.com and select For Providers, select New Hampshire, select Begin Application</p> <p>Provider Changes and Terminations Log into Availity.com > select My Providers > select Provider Data Management > Review and update your data.</p> <ul style="list-style-type: none"> • These changes will be made across all lines of business you participate with. • Please allow 30 days for processing. • Need help navigating PDM? Log into Availity.com and use the Help & Training tool in the upper right-hand corner on the Availity homepage. 	<p>Provider Education & Training Providers can access webinar training schedules online at anthem.com and select For Providers, choose New Hampshire, select Find Forms button in the center of the webpage, select Trainings and Education.</p> <p>Provider Services 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 Availity.com</p> <p>Provider Relationship Account Managers Provider Relationship Account Managers are available to provide education on Anthem products, networks, electronic tools, initiatives and to address contractual concerns.</p> <p>Go to anthem.com and select For Providers, choose New Hampshire, select the Contact Us button in the center of webpage. Under Resource Categories, select I have a different question and then choose the Still Need Assistance? button to be directed to the provider webform to submit your questions to the appropriate account manager.</p>
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<p>Local Plan Provider Call Center Phone: 800-332-6558</p> <p>Health Insurance Exchange Provider Call Center Phone: 855-854-1438</p> <p>New England Health Plans Provider Call Center Phone: 800-238-2465</p> <p>BlueCard Provider Call Center Phone: 800-676-BLUE (2583)</p> <p>Federal Employee Program (FEP) Provider Call Center Phone: 866-789-0397</p> <p>Provider Credentialing Phone: 800-516-7587 Email: CDO-CustomerService-Wellpoint-SM.com</p> <p>Precertification Carelton Medical Benefits Management Log into Availity.com select Authorizations, Select Carelon Medical Benefits Management Phone: 866-714-1107</p> <p>Referrals- Out of Network and Cross Border Phone: 800-531-4450 Fax: 877-539-3860</p> <p>Anthem Medical Policies Link: Provider Medical Policies Anthem.com</p>	<p>Pharmacy Link: anthem.com/provider/individual-commercial/pharmacy</p> <p>Dental Provider Services Phone: 866-947-9398 Fax: 877-283-1331</p> <p>BlueView Vision Provider Services Phone: 800-521-3605</p> <p>Claims Mailing Address Anthem Blue Cross and Blue Shield P.O. Box 533 North Haven, CT 06473</p> <p>Federal Employee Program (FEP) Anthem Blue Cross and Blue Shield P.O. Box 105557 Atlanta, GA 30348-5557</p> <p>Business Mailing Address Anthem Blue Cross and Blue Shield 1155 Elm St., Ste 200 Manchester, NH 03101-1505</p> <p>Voluntary or Unsolicited Refunds Anthem Blue Cross and Blue Shield P.O. Box 73651 Cleveland, OH 44193</p> <p><i>Overnight Delivery Address:</i> Anthem Blue Cross and Blue Shield Lockbox 73651 4100 West 150th Street Cleveland, OH 44135</p>	<p>Claim Payment Reconsiderations-Disputes Anthem Blue Cross and Blue Shield Attn: Claims/Reconsideration/Adjustments P.O. Box 533 North Haven, CT 06473</p> <p>Claim Payment Appeals Anthem Blue Cross and Blue Shield P.O. Box 518 North Haven, CT 06473-0518</p> <p>Audit Vendors If a Provider or Facility receives a notification from an audit vendor, refer to the letter for contact information.</p> <p>1099 Form Requests Phone: 888-246-4893 Fax: 805-557-6540 Email: 1099dept@anthem.com</p>
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