

Quick Reference Guide Anthem Blue Cross and Blue Shield Medicaid (Anthem)	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Anthem Provider Service	Phone: 855-661-2028 , Monday through Friday 8 a.m. to 6 p.m. ET/7 a.m. to 5 p.m. CT Fax: 800-964-3627
Carelon Behavioral Health* National Provider Service Line	800-397-1630 , 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday
Claims Submission	Please utilize the Availity portal at www.Availity.com . Anthem allows the use of all clearinghouses using the following Claim Payer ID: the professional ID is 00660 and the Institutional ID is 00160 Mail paper claims to: Kentucky Claims Anthem Blue Cross and Blue Shield Medicaid P.O. Box 61010 Virginia Beach, VA 23466-1010
Claims Status Inquiry	Contact Provider Services by calling 855-661-2028 , 8 a.m. to 6 p.m. ET/7 a.m. to 5 p.m. CT, Monday through Friday
Claim Issue Resolution	You may utilize the following options: <ul style="list-style-type: none"> • Availity portal at www.Availity.com • Contact Provider Services by calling 855-661-2028 and select the Claims prompt within Anthem’s voice portal or • Submit in writing to: Anthem Blue Cross and Blue Shield Medicaid P.O. Box 62429 Virginia Beach, VA 23466-1599 <p>Written appeals should also include a copy of the remit and an Appeal Request form. The Kentucky universal appeal form can be found at: https://mediproviders.anthem.com/Documents/KYKY_CAID_ClaimAppealForm.pdf</p> <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider</p>

* Carelon Behavioral Health is an independent company providing behavioral health services on behalf of Anthem Blue Cross and Blue Shield Medicaid.

Anthem Blue Cross and Blue Shield Medicaid is the trade name of Anthem Kentucky Managed Care Plan, Inc., independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

	Service Line at 800-397-1630 , 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday.
Availity Help Desk (for Availity technical support)	Availity Client Services, 800-282-4548, 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday.
Precertification/Notification	<p>Submit precertification requests to online at: https://www.availity.com</p> <p>Submit precertification requests via fax to: 888-881-6283 Submit precertification requests by calling: 855-661-2028</p> <p>All requests for precertification for psychological and neuropsychological testing should be submitted via fax at 866-877-5229 (See Provider Forms section). Psychological/neurological testing request forms can also be mailed to:</p> <p style="padding-left: 40px;">Behavioral Health Department Anthem Blue Cross and Blue Shield Medicaid P.O. Box 62509 Virginia Beach, VA 23466-2509</p>
Eligibility & Benefits	Please utilize the Availity portal at www.Availity.com , or call Provider Services at 855-661-2028 or the number on the back of the Member ID card.
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 800-397-1630 , 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 800-397-1630 , from 8 a.m. to 8 p.m. ET/7 a.m. to 7 p.m. CT, Monday through Friday to update your demographic information.
Anthem Behavioral Health Resources	https://providers.anthem.com/kentucky-provider/patient-care/behavioral-health
Anthem Forms and Guides	https://providers.anthem.com/kentucky-provider/resources/forms
Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals	https://www.anthem.com/provider/policies/clinical-guidelines/updates/ https://providers.anthem.com/kentucky-provider/claims/reimbursement-policies
Claims Overview	https://providers.anthem.com/kentucky-provider/claims
Provider Experience Associate	NetworkIntegration.KY@carelon.com