



Quick Reference Guide Anthem Blue Cross and Blue Shield (Anthem) Commercial and Medicare Advantage plans	
Topic	Resource
Provider Education Webinars General Provider Training Inquiries	https://www.carelonbehavioralhealth.com/providers/resources/trainings * Provider.training@carelon.com
Customer Service for Anthem	<p>Please call the number on the back of the Member ID card.</p> <p>You may also call the number listed in the Admin Service Directory for Anthem. To access the Admin Service Directory for Anthem, please visit: https://www.anthem.com/provider/contact-us/?cnslocale=en_US_ky. The Admin Service directory for Anthem can be found at the end of the “Contact Us” section on the webpage.</p>
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8:00 a.m. to 8:00 p.m. ET/7:00 a.m. to 7 p.m. CT, Monday through Friday
Claims Submission	Please utilize the Availity portal, www.Availity.com .
Claims Status Inquiry	<p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation. Select Claims Status from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call Customer Service number on the back of the Member ID card.</p>
Claim Issue Resolution	<p>Please submit Claim Payment Reconsideration via Availity, phone or in writing. If dissatisfied with reconsideration, you may submit a claim payment appeal via Availity or in writing.</p> <p>There are several options to file a Claim Payment Dispute:</p> <ul style="list-style-type: none"> • Online through the Availity • Mail all required documentation, including the Claim Payment Appeal Form or the Reconsideration Form, to: Payment Dispute Unit Anthem Blue Cross and Blue Shield P/O. Box 105557 Atlanta, GA 30348-5557 • Call the number on the back of the Member ID Card <p>Medicare Provider Payment Dispute Mailing Address: Medicare Payment Dispute Unit Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187</p>

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



Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8:00 a.m. to 8:00 p.m. ET/7:00 a.m. to 7:00 p.m. CT, Monday through Friday.
Prior Authorization	<p>Please utilize the Availity portal at www.Availity.com or call the phone number on the back of the Member ID card. Access ICR under “Authorization and Referrals” via the Availity Portal.</p> <p>For Medicare members, you may utilize the Availity portal or call 1-833-848-8730 and follow the prompts to identify as a provider and then follow the prompts to connect to the correct Prior Authorization team.</p>
Eligibility & Benefits	<p>Please utilize the Availity portal at www.Availity.com or call the number on the back of the member’s ID card.</p> <p>You may also call the number listed in the Admin Service Directory for Anthem. To access the Admin Service Directory for Anthem, please visit: https://www.anthem.com/provider/contact-us/?cnslocale=en_US_ky. The Admin Service directory for Anthem can be found at the end of the “Contact Us” section on the webpage.</p>
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8:00 a.m. to 8:00 p.m. ET/7:00 a.m. to 7:00 p.m. CT, Monday through Friday.
Provider Demographic Changes	<p>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 1-800-397-1630, from 8:00 a.m. to 8:00 p.m. ET/7:00 a.m. to 7:00 p.m. CT, Monday through Friday to update your demographic information.</p>
Behavioral Health Resources for Anthem	https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_ky
Forms and Guides for Anthem	https://www.anthem.com/provider/forms/?cnslocale=en_US_ky
Policies (Medical and Reimbursement), Clinical Guidelines, Manuals for Anthem	https://www.anthem.com/provider/policies/?cnslocale=en_US_ky
Provider Experience Associate	NetworkIntegration.KY@carelon.com

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