



Quick Reference Guide	
Anthem Blue Cross and Blue Shield Missouri Commercial and Medicare Advantage	
Topic	Resource
Provider Education Webinars	<a href="https://www.carelonbehavioralhealth.com/providers/resources/trainings">https://www.carelonbehavioralhealth.com/providers/resources/trainings</a>
General Provider Training Inquiries	<a href="mailto:Provider.training@carelon.com">Provider.training@carelon.com</a>
Customer Service	Please call the phone number on the back of the Member ID card.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday
Claim Submission	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or your existing clearinghouse.
Claims Status Inquiry	<p>Please utilize the Availity portal at <a href="http://www.Availity.com">www.Availity.com</a>. From the Availity home page, select Claims &amp; Payments from the top navigation. Select Claims Status Inquiry 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 the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p>
Claim Issue Resolution	<p>The Anthem Claim Payment Dispute process consists of two steps. Providers and Facilities will not be penalized for filing a Claim Payment Dispute, and no action is required by the Member.</p> <ol style="list-style-type: none"> <li>1. Claim Payment Reconsideration: This is the first step in the Anthem Claim Payment Dispute process. The Claim Payment Reconsideration represents the Provider or Facilities initial request for an investigation into the outcome of the Claim. Most issues are resolved at the Claim Payment Reconsideration step.</li> <li>2. Claim Payment Appeal: This is the second step in the Anthem Claim Payment Dispute process. If a Provider or Facility disagrees with the outcome of the Claim Payment Reconsideration, Providers or Facilities may request an additional review as a Claim Payment Appeal.</li> </ol> <p>How to Submit a Claim Payment Dispute:</p> <ul style="list-style-type: none"> <li>• Online through Availity at <a href="http://www.Availity.com">www.Availity.com</a>.</li> <li>• Mail all required documentation, including the Provider Adjustment Form to: Anthem Blue Cross &amp; Blue Shield P.O. Box 105557 Atlanta, GA 30348-5557</li> <li>• Call the Provider Services Number on the back of the Member ID Card (only for reconsideration; appeals have to be submitted either on the portal or in writing and have to state the provider is filling an appeal.)</li> </ul>



	<p>If you have completed the steps above and the issue has not been resolved to your satisfaction, utilize the chat feature in Availity, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>
<b>Availity Help Desk (for Availity technical support)</b>	Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday
<b>Notification/Precertification</b>	<p>Please call the phone number on the back of the Member ID card.</p> <p>The list of Pre-certification/Pre-authorization Requirements can be accessed online. Go to <a href="http://anthem.com">anthem.com</a>, and select Providers. Under the Claims heading, select Prior Authorization. Select Missouri if needed. Select the appropriate link depending on the type of Member.</p>
<b>Eligibility &amp; Benefits</b>	<p>Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a>. From the Availity homepage, select Patient Registration from the top navigation. Select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.</p>
<b>Credentialing/Recredentialing</b>	Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, from 7 a.m. to 7 p.m. CT, Monday through Friday.
<b>Provider Demographic Changes</b>	<p>All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's <a href="#">CAQH profile</a>. 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 7 a.m. to 7 p.m. CT, Monday through Friday to update your demographic information.</p>
<b>Behavioral Health Resources</b>	<a href="https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_mo">https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_mo</a>
<b>Provider Forms &amp; Guides</b>	<a href="https://www.anthem.com/provider/forms/?cnslocale=en_US_mo">https://www.anthem.com/provider/forms/?cnslocale=en_US_mo</a>
<b>Policies (Medical and Reimbursement), Clinical Guidelines and Manuals</b>	<a href="https://www.anthem.com/provider/policies/?cnslocale=en_US_mo">https://www.anthem.com/provider/policies/?cnslocale=en_US_mo</a>
<b>Claims Submission</b>	<a href="https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_mo">https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_mo</a>
<b>Provider Experience Associate</b>	<a href="mailto:NetworkIntegration.MO@carelon.com">NetworkIntegration.MO@carelon.com</a>