

**Provider Quick Reference Guide
Anthem Blue Cross and Blue Shield in Ohio
Commercial and Medicare Advantage Plans**

This communication applies to Commercial and Medicare Advantage plans from Anthem Blue Cross and Blue Shield (Anthem) in Ohio.

Topic	Resource
Provider Education Webinars General Provider Training Inquiries	https://www.carelonbehavioralhealth.com/providers/resources/trainings/ Provider.training@carelon.com
Provider Services for Anthem	Please call the phone number on the back of the Member ID card
Carelon Behavioral Health, Inc.* National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claim Submission	Please utilize the Availity portal, www.Availity.com Paper Claims can be submitted to the address below or see the back of the Member ID card. Anthem Blue Cross and Blue Shield P.O. Box 105557 Atlanta, GA 30348-5557
Claims Status Inquiry	Please utilize the Availity portal at www.Availity.com . From the Availity home page, select Claims & Payments from the top navigation, then select Claims Status Inquiry from the drop-down menu. Review details and payment information including claim line level details and processing. 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.
Claim Issue Resolution	Several options when filing a claim payment dispute. <ul style="list-style-type: none"> • Verbal - Call the number on the back of the Member ID Card • Mail: (Reconsideration and Claim Payment Appeal): All required documentation, including Provider adjustment form Anthem Blue Cross and Blue Shield Payment Dispute Unit (Commercial members) P.O. Box 105557 Atlanta, GA 30348 – 5557

* Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

<p>Claim Issue Resolution (Continued)</p>	<p>Medicare Provider Payment Disputes (Medicare Members) P.O. Box 61599 Virginia Beach, VA 23466-1599</p> <ul style="list-style-type: none"> Online at https://www.availity.com. The plan can receive reconsiderations and claim payment appeals via the secure Availity Portal Payment Dispute/Appeal Tool at https://www.availity.com. Supporting documentation can be uploaded on the Portal. You will receive immediate acknowledgement of your web submission. <p>The Provider Adjustment Form can be found at: anthem.com > Providers > Provider Resources > Forms and Guides > Forms > Category > Provider Adjustment > Provider Adjustment Form – DOC File.</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 Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>
<p>Availity Help Desk (for Availity technical support)</p>	<p>Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday</p>
<p>Notification/Precertification</p>	<p>Please use the Interactive Care Reviewer & Referral application via the Availity portal at www.availity.com or please call the phone number on the back of the Member ID card.</p>
<p>Eligibility & Benefits</p>	<p>Please use the Eligibility and Benefits Inquiry application The Eligibility and Benefits Inquiry verification application allows a provider to key an inquiry directly into an online eligibility and benefit look-up form with real-time responses.</p>
<p>Credentialing/Recertification</p>	<p>Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday</p>
<p>Provider Demographic Changes</p>	<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 7 a.m. to 7 p.m. CT, Monday through Friday to update your demographic information.</p>
<p>Provider Forms</p>	<p>anthem.com/provider/forms</p>
<p>Policies, Guidelines & Manuals</p>	<p>anthem.com/provider/policies</p>
<p>Claims Submission</p>	<p>anthem.com/provider/claims-submission</p>
<p>Provider Experience Associate</p>	<p>provider.relations.OH@carelon.com</p>

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