

Provider Engagement & Contracting (Network Management)

California Network Relations
(855) 238-0095
networkrelations@wellpoint.com

Quality Incentive Program
(800) 728-9493, ext. 8251

Provider Network Education & e-Solutions
Phone: **(818) 234-1016**
Fax: **(818) 234-8959**
network.education@wellpoint.com

www.anthem.com/ca > Provider Home > Provider Network Education

Provider Change Requests

California Behavioral Health Network
Fax: **(858) 278-7449**

- All changes must be submitted in writing, signed and dated by the participating practitioner
- Include specific addresses, tax identification numbers*, and telephone numbers for each specific location
- * Tax identification number changes must be accompanied by a current W9. Visit irs.gov to obtain a W9 form
- Submit practice changes within thirty (30) calendar days of the change
- For convenience, download Behavioral Health forms at: www.anthem.com/ca > Provider Home > Answers@Anthem > Provider Forms

Facility and Professional Providers

provider_database-anthem-wellpoint@wellpoint.com
Fax: **(818) 234-2836**

- All changes must be submitted on the *Physician/Physician Group Change Request* form
- All forms must include a valid signature (e.g. Owner, VP, CEO, etc.)
- The *Physician/Physician Group Change Request* form is located in the Operations Manual or online at www.anthem.com/ca > Provider Home > Answers@Anthem > Provider Forms

Ancillary Providers

provider_database-anthem-wellpoint@wellpoint.com
Fax: **(818) 234-2836**

- All changes must be submitted in writing, on company letterhead, with an effective date
- Requests must be signed/approved by management level staff (e.g. Owner, VP, CEO, etc.)
- Requests must be accompanied by a current W9

Provider Care Department

Phone: **(800) 677-6669**
Fax: **(800) 258-3081**

- Benefit & eligibility questions & issues
- Assistance with service related issues
- Assistance with claims processing questions & issues
- Grievance & appeals inquiries

Anthem Blue Cross Web Site

www.anthem.com/ca

ProviderAccess® Web Site

<https://provider2.anthem.com/wps/portal/ebpmybcc>

Technical support for utilizing portal tools, password resets, or issues re accessing the portal:

provideraccess.pins@wellpoint.com
(866) 755-2680

Monday-Friday 5:00-5:00 PST

Support for ProviderAccess® registration or Account Administrator changes:

provideraccesswest@anthem.com
(Account Administrators Only)

Submit ALL* Claims & Correspondence to:

Anthem Blue Cross
P O Box 60007
Los Angeles, CA 90060-0007

*Exceptions: Claims and documentation for Dental, Pharmacy, Federal Employee Program (FEP), and Third Party Administrator (TPA) (these are listed separately on the next page)

EDI Operations

Phone: **(800) 227-3983**

www.anthem.com/edi - select California

Live Chat:



Live Chat by LivePerson

EDI Operations cannot provide member eligibility, claim status, or payment information through this live chat

e-mail: edi-ca@anthem.com

Support Hours: Monday - Friday, 8:00 am - 4:30 pm PST

- Information regarding electronic billing
- Information regarding electronic remittance advice or electronic funds transfer

Out-of-State (BlueCard) Members

- Eligibility & Membership: **(800) 676-BLUE (2583)**
- Claims Status: **(800) 444-2726**
- Anthem BC/BS members from CO or NV with Prefixes XF_ or YF_: **(877) 833-5742**
- BlueCard Doctor and Hospital Finder:
www.bcbs.com or **(800) 810-2583**



Anthem Blue Cross Provider Contacts

Published by:



Case Management

- Referrals: (888) 613-1130
- Transplant Oncology: (888) 613-1130
- Maternity Management Program: (800) 769-4896

Financial Operations

(818) 234-3289

Send overpayment checks to:	Send overpayment
Overpayment Recovery	<u>correspondence</u> to:
P. O. Box 92420	P. O. Box 4194
Cleveland, OH 44193	Woodland Hills, CA 91367

Credentialing Department

Verify Credentialing Status

Physician and/or Physician Groups	Ancillary Providers
Phone: (800) 516-7587	Phone: (855) 238-0095
Fax: (800) 848-7347	Fax: (818) 234-6301

Federal Employee Program (FEP)

Hospital claims
Customer Service: (800) 322-7319
P O Box 70000
Van Nuys, CA 91470

Professional claims
(800) 633-4581

<http://www.fepblue.org>

Specialty Pharmacy via CuraScript

To order Specialty medications, call Mon.-Fri. 5am-7pm PST. After hours calls are routed to on-call staff.

- Phone: (800) 870-6419
- Client Advocacy: (888) 662-0944 (provider inquiries)
- Speech/Hearing Impaired (TDD/TTY): (800) 221-6915
- Fax: (800) 824-2642

Transition Assistance & Second Opinion

Phone: (888) 486-4227

Fax: (877) 214-1781

All requests for **Transition Assistance** or **Second Opinions** can be submitted by:

- Filling out the required form(s) and faxing to the above number
- Calling the customer service number on the member's identification card
- Call the above number to request forms

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State Sponsored Business

- Medi-Cal (inside LA County): (888) 285-7801
- Medi-Cal (outside LA County): (800) 407-4627
- Healthy Family Program/
HMO/EPO: (800) 845-3604
- MRMIP/Access for Infants & Mothers (AIM)/
CalKids: (877) 687-0549
- County Medical Services program
(CMSP) (800) 670-6133

Utilization Management Prior Authorization

- Medi-Cal (statewide, inside &
outside LA County): (888) 831-2246
- AIM, MRMIP, HFP, CMSP: (877) 273-4193
- Fax for all UM PAs: (800) 754-4708

Utilization Management

Fax: (866) 815-0839

- Anthem Blue Cross members (Local Plan)
(800) 274-7767
- National members (866) 470-6244
- CalPERS members (800) 451-6780

Specialty Pharmacy (medical benefit) (866) 580-5293
Fax: (866) 408-7195

Third Party Administrator (TPA) Groups

Send claims to the address on the member's ID card. For claims status and eligibility, call customer service. The customer service phone number is on the back of the member's ID card.

Contractual issues, allowable charges, etc.
call: (800) 688-3828

Screen Actors Guild (SAG) is exempt from this number. Call the customer service number on the ID card.)

WellPoint Dental Network

(800) 627-0004

Workers Compensation

Medical Provider
Network
(866) 700-2168

Claims
(800) 422-7334
ext. 2

www.bclhwcmcs.com

Senior Services
(800) 333-3883

Senior Secure (HMO)
(888) 230-7338