

## Anthem Online Provider Services

### *Your direct connection*

Thank you for your interest in **Anthem Online Provider Services**, our online service that makes doing business with us faster and easier than ever. An array of resources is available to participating providers with the click of your computer mouse. Your office will have real-time access, nearly 24 hours a day, seven days a week, to:

- Check **coverage and benefits**  
(Note: Information for members participating in Anthem Dental and Anthem Vision is not available at this time.)
- Check **claim status**  
(Note: Information for members participating in Anthem Dental and Anthem Vision is not available at this time).
- Access your **remittance advices**
- Obtain **professional fee schedules**
- Use the **Clear Claim Connection** feature (professional offices only)
- Submit a **prior authorization** request (excludes behavioral health and radiology)
- Check **prior authorization** (available in Connecticut)
- View **Provider Communications**
- Access our **Provider Directory**

### **What are the major advantages?**

- Provides real-time connection to real-time answers
- Reduces paperwork, phone calls and faxes
- Reduces clerical and administrative costs
- Frees up more time for patient care

### **Enroll today**

If you are a participating provider with Anthem and your computer meets the following technical requirements, you can enroll in *Anthem Online Provider Services* by completing and mailing the attached *Authorization and Certification* form and *User Agreement*.

### **Technical requirements** - To participate, your computer must:

1. Have an e-mail account
2. Have a browser that will:
  - Support a secured (SSL) connection and recognize the security certificate on our Web server
  - Support 128-bit (strong) encryption, such as:
    - Microsoft<sup>®</sup> Internet Explorer 4.01 SP@ or greater (128-bit encryption version)
  - Accept “cookies”
  - Must allow printing background colors and images
  - Check for new version of stored pages every time, and it is recommended to periodically delete temporary Internet (cached) files
  - Be enabled to save encrypted pages to disk. (Uncheck the “Do not save encrypted pages to disk” option in Internet Explorer.)

**Important Note:** Pop-up blocker software can compromise the functionality of *Anthem Online Provider Services*. If you have pop-up blocker software on your computer, it should be shut off when you use the service.

# Instructions to Complete the Authorization and Certification Form



(Use this form for initial signup with *Anthem Online Provider Services*)

**To avoid delays in processing your request, please complete the entire form.** For questions call:

In Connecticut: (800) 922-3242  
In Maine: (800) 832-6011  
In New Hampshire: (800) 332-6558  
Anthem Online Provider Services Technical Support (866) 755-2680

**Mail completed forms to:** Anthem Blue Cross and Blue Shield  
Anthem Online Provider Services  
NH0103-E060  
3000 Goffs Falls Road  
Manchester, NH 03111

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*The physician or authorized officer of the practice or facility, not the authorized user, must complete this page. Individuals who share office staff in common but do not bill as a group for tax reasons each need to complete a separate application.*

**Please neatly print or type the following information:**

- Line 1 Date application was signed
- Line 2 Full legal name of your practice/facility
- Line 3 Address of your primary location
- Line 4 Phone number and fax number of your primary location
- Line 5 E-mail address used by your practice/facility. If you do not currently have an e-mail address, consider signing up with a free service such as Hotmail<sup>®</sup> (www.hotmail.com).
- Line 6 The National Provider Identifier (NPI) number and tax identification number you use to submit claims.  
Note: Individual NPI numbers are needed to access Anthem Online Provider Services.
- Line 7 Name and title of authorized officer or representative (i.e.: physician or CFO) of your organization. This individual must sign the authorization and certification form.

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*Note: This page should reflect the operating system, browser capabilities and contact information for the authorized users.*

**Please neatly print or type the following information:**

- Line 1-6 Name and contact information of the individual accountable for controlling who has access to our website. Include their address if different from that of your practice. You may also elect to appoint a technical contact.
- Line 7-15 First and last name of all individuals with a business need to access our secure website. You may elect to limit access to a specific transaction such as just coverage and benefits. Changes should be submitted using the Authorization and Certification Amendment (“Add a User/Delete a User”) form.
- Line 16 Indicate whether you would like to schedule an orientation.

# Authorization and Certification

Anthem Online Provider Services Website: [anthem.com](http://anthem.com)

User Agreement Class: PROVIDER

I have read the attached User Agreement (“User Agreement for Providers”). On behalf of the User named below and in consideration for obtaining access to the **Anthem Online Provider Services** (AOPS) website, I certify that the User, including all of its employees, agents and representatives, will abide by the provisions of the User Agreement as the same may be amended from time to time. I further certify that I am an authorized officer of the User or otherwise have complete authority to bind the User to the User Agreement. The User Agreement may be amended by Anthem Blue Cross and Blue Shield upon provision of notice on the **Anthem Online Provider Services** website or upon written notice to the User.

*Please note: For new AOPS Users (practices with no current access to AOPS for any staff member): When signing up for AOPS, your remittance advice will be viewable only through AOPS. Once you are signed up for AOPS claims/remittance access you will no longer receive paper remits. For existing AOPS Users (practices who currently have staff accessing AOPS): We will continue to mail a paper remittance advice for a limited period of time. Communications will be provided via Network Update as we begin to implement a paperless remittance advice process. Upon your request we will stop sending paper remits at any time.*

**Note: all information is required**

Date: \_\_\_\_\_

User (Provider/Group Name): \_\_\_\_\_

Provider/Group Primary Address: \_\_\_\_\_  
 \_\_\_\_\_

Practice Telephone Number: \_\_\_\_\_ Practice Fax Number: \_\_\_\_\_

Provider/Group E-mail Address: \_\_\_\_\_

NPI Number: \_\_\_\_\_ Federal Tax ID Number: \_\_\_\_\_

**Type of Practice:** *(check one)*

- |  |                                      |
|--|--------------------------------------|
| <input type="checkbox"/> Corporation / Limited Liability Corporation | <input type="checkbox"/> PHO         |
| <input type="checkbox"/> Partnership                                 | <input type="checkbox"/> Other _____ |
| <input type="checkbox"/> Individual / Sole Proprietor                |                                      |

The User agrees to maintain adequate security procedures to prevent unauthorized access to the **Anthem Online Provider Services** website or data. This includes designating an account administrator who is responsible for notifying Anthem Blue Cross and Blue Shield when a User’s representative is no longer authorized to use the **Anthem Online Provider Services** Provider website. The undersigned represents, warrants and certifies that the persons named below are properly authorized to receive confidential and private patient information in accordance with all applicable laws. This representation, warranty and certification shall continue throughout the term of the User Agreement and shall survive its termination.

\_\_\_\_\_  
 (Print name of provider/corporate officer)

\_\_\_\_\_  
 (Signature of provider/corporate officer)

\_\_\_\_\_  
 (Print title of provider/corporate officer)

(continued on next page)

1. Identify the Account Administrator (this individual is responsible for access maintenance and for notifying Anthem if an individual user's access should be revoked) and the technical contact person for your office:

	<b>Account Administrator</b>	<b>Technical Contact</b> <i>(if applicable)</i>
Name:	_____	_____
Telephone No:	_____	_____
Fax No:	_____	_____
E-mail Address:	_____	_____
Street Address:	_____	_____
City, State & Zip Code:	_____	_____

**Print the names of individuals who User authorizes to access the website and which features they are authorized to view.** (Note: Prior Authorization Status and Zagat Health Survey are available only in Connecticut). Anthem Quality Insights is available to eligible providers as defined by the Plan.

Authorized User Information		Authorized Services				
First Name & Last Name ----- Existing Anthem User Name <i>(if applicable)</i>	Department / Office <i>(optional)</i>	Coverage & Benefits	Facility/UB Biller Claim Status, Remittances, (Prior Authorization - CT only)	Professional/CMS Biller Claim Status, Remittances, Clear Claim Connection, (Prior Authorization - CT only)	Anthem Quality Insights	Zagat Health Survey (CT only)
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____ User Name: _____		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Would you like to schedule an orientation session?** *(check one)*

- No, just send me confirmation of my enrollment
- Yes

## User Agreement for Providers

### *Contracting Parties*

If you are a Connecticut provider this contract is between you and Anthem Health Plans, Inc., a Connecticut corporation licensed to sell products and services only in the State of Connecticut. If you are a Maine provider this contract is between you and Anthem Health Plans of Maine, Inc., a Maine corporation licensed to sell products and services only in the State of Maine. If you are a New Hampshire provider, this contract is between you and Anthem Health Plans of New Hampshire, Inc., a New Hampshire corporation licensed to sell products and services only in the State of New Hampshire. Each such company is an independent licensee of the Blue Cross and Blue Shield Association.

For Connecticut providers, this Agreement (“Agreement”) is dated [today’s date] \_\_\_\_\_ and is between **ANTHEM HEALTH PLANS, INC.** d/b/a **ANTHEM BLUE CROSS AND BLUE SHIELD**, with a place of business at 370 Bassett Road, North Haven, Connecticut and its affiliates (“Anthem”) and you as an individual and any others that you are acting for (“You”) and describes the terms of your use of this website (“Website”).

For Maine providers, this Agreement (“Agreement”) is dated [today’s date] \_\_\_\_\_ and is between **ANTHEM HEALTH PLANS OF MAINE, INC.** d/b/a **ANTHEM BLUE CROSS AND BLUE SHIELD**, with a place of business at 2 Gannet Road, South Portland, Maine and its affiliates (“Anthem”) and you as an individual and any others that you are acting for (“You”) and describes the terms of your use of this website (“Website”).

For New Hampshire providers, this Agreement (“Agreement”) is dated [today’s date] \_\_\_\_\_ and is between **ANTHEM HEALTH PLANS OF NEW HAMPSHIRE, INC.** d/b/a **ANTHEM BLUE CROSS AND BLUE SHIELD**, with a place of business at 3000 Goffs Falls Road, Manchester, New Hampshire and its affiliates (“Anthem”) and you as an individual and any others that you are acting for (“You”) and describes the terms of your use of this website (“Website”).

### *Use Of Material*

The contents of the Website, such as text, graphics, images, and other materials (“Material”) are protected by copyright under both United States and foreign laws. Unauthorized use of the Material may violate copyright, trademark, and other laws. Anthem authorizes You to view and download a single copy of certain of the material on the Website solely for your own interactions with Anthem. You must keep all copyright and other proprietary notices on any copy You make of the Material. You may not sell or modify the Material or reproduce, display, publicly perform, distribute or otherwise use it for any public or commercial purpose. The use of the Material on any other Website or in a networked computer environment for any purpose is prohibited.

Anthem makes no claims that the Materials may be downloaded outside of the United States. Access to the Materials (including any software) may not be legal by certain persons or in certain countries. If You access the Website from outside of the United States, You do so at your own risk and are responsible for compliance with the laws of your jurisdiction.

You agree not to use this Website or any advertising or information contained in it in violation of any laws, regulations or ordinances, including without limitation, those pertaining to the fraud and abuse or anti-kickback provisions of the federal Medicare and Medicaid laws. Any advertisement, links with other websites, co-hosts or references to third parties are not endorsements of such third parties’ products or services and are not intended to result in any referrals or compensation to You or Anthem.

## User Agreement for Providers

### ***Independent Medical Judgment; Medical Advice; Advertising and Endorsements***

Notwithstanding any protocols, guidelines, databases, decision support tools or matrices, information concerning a Member's eligibility or the extent of a Member's coverage or the content of links to other websites that may be provided by Anthem on the Website or otherwise, You agree to exercise your independent medical judgment in diagnosing and treating Members. Any medical information included in the Materials is not medical advice.

### ***Privacy; Confidentiality and Security***

**Privacy.** Anthem may use the information that it obtains about You, including your IP address, name, mailing address, e-mail address and use of the Website, for its internal business and marketing purposes. Anthem may disclose the information to third parties, such as agents, consultants and service providers, but only for internal business and marketing purposes.

**Security.** Anthem has implemented a variety of technical measures in order to protect against unauthorized access to sensitive information. These measures include authentication, encryption and data integrity. Access to specific and/or customized capabilities is controlled and requires that authenticated individuals use a Secure Sockets Layer "SSL" compatible browser, Microsoft Internet Explorer<sup>®</sup> or Netscape<sup>®</sup> (versions 4.0 or greater), with 128-bit encryption. Anthem's Web server is secured (note the https://URL location field). Your IDs and passwords, monitored for utilization and access, add an additional layer of authentication; You agree to safeguard this personal information. Passwords are granted to individual users and may not be shared. Concurrent logins with the same user ID is not permitted. You agree to change your password upon receipt and every 90 days thereafter.

**E-mail.** Because e-mail communications are not completely secure and private, You agree not to use e-mail to communicate confidential information.

**Cookies.** In order for a Website session to remain active for as long as You are working on the Website, your browser must be set to accept a "cookie". "Cookie" technology enables Anthem to recognize You and track usage patterns. Cookies can be deleted from your browser following a session on the Website.

### ***Your Submissions***

Generally, communications which You post to the Website are not confidential. If particular Web pages permit the submission of communications which will be treated by Anthem as confidential, that fact will be stated in "Terms of Usage and Privacy Policy" on those pages. You are responsible for your own communications and the consequences of such posting. By posting communications to the Website, You automatically grant Anthem a royalty-free, perpetual, irrevocable nonexclusive license to use, reproduce, modify, publish, edit, translate, distribute, perform, and display the communication alone or as part of other works in any form, media, or technology whether now known or hereafter developed, and to sublicense such rights through multiple tiers of sublicensees.

You may not:

- communicate material that is copyrighted, unless You are the copyright owner or have the permission of the copyright owner to communicate it;
- communicate material that reveals trade secrets, unless You own them or have the permission of the owner;
- communicate material that infringes on any other intellectual property rights of others or on the privacy or publicity rights of others;
- communicate material that is obscene, defamatory, threatening, harassing, abusive, hateful, or embarrassing to any person or entity;
- communicate a sexually-explicit image;
- communicate advertisements or solicitations of business;
- communicate chain letters or pyramid schemes;
- impersonate another person; or
- violate the Children's On Line Privacy Protection Act.

## User Agreement for Providers

Anthem does not represent or guarantee the truthfulness, accuracy, or reliability of any communications posted by other users or endorse any opinions expressed by other users. Any reliance on material posted by others is at your own risk. Anthem reserves the right to expel You and prevent your further access to the Website and to remove communications which are abusive, illegal or disruptive.

### ***Links To Other Sites***

The Website contains links to third-party websites. These links are provided solely as a convenience to You and not as an endorsement by Anthem of the contents on such third-party websites. Anthem is not responsible for the privacy policies, content of linked third-party sites and makes no representations or warranties regarding the content or accuracy of information or data on such third party websites. If You access linked third-party websites, You do so at your own risk.

You shall not provide a link to the Website without Anthem's express written permission.

### ***Software Licenses***

All software that is made available for downloading from the Website is protected by copyright and may be protected by other rights. The use of such software is governed by the terms of the software license agreement or designated "Legal Notice" accompanying such software. The downloading and use of such software is conditioned on your agreement to be bound by the terms of such license agreement.

### ***Anthem's Liability***

The Material may contain inaccuracies or typographical errors. Anthem makes no representations about the accuracy, reliability, completeness, or timeliness of the Material or about the results to be obtained from using the Website and the Material. The use of the Website and the Material is at your own risk. Changes are periodically made to the Website and may be made at any time.

ANTHEM DOES NOT WARRANT THAT THE WEBSITE WILL OPERATE ERROR-FREE OR THAT THE WEBSITE AND ITS SERVER ARE FREE OF COMPUTER VIRUSES AND OTHER HARMFUL GOODS. IF YOUR USE OF THE WEBSITE OR THE MATERIAL RESULTS IN THE NEED FOR SERVICING OR REPLACING EQUIPMENT OR DATA, ANTHEM IS NOT RESPONSIBLE FOR THOSE COSTS. THE WEBSITE AND MATERIAL ARE PROVIDED ON AN "AS IS" BASIS WITHOUT ANY WARRANTIES OF ANY KIND. ANTHEM, TO THE FULLEST EXTENT PERMITTED BY LAW, DISCLAIMS ALL WARRANTIES INCLUDING THE WARRANTY OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTIES RIGHTS, AND THE WARRANTY OF FITNESS FOR PARTICULAR PURPOSE. ANTHEM AND ITS SUPPLIERS MAKE NO WARRANTIES ABOUT THE ACCURACY, RELIABILITY COMPLETENESS OR TIMELINESS OF THE MATERIAL, SERVICES, SOFTWARE TEXT, GRAPHICS AND LINKS.

In no event shall Anthem be liable for any damages whatsoever (including, without limitation, special, indirect, incidental and consequential damages, lost profits, or damages resulting from lost data or business interruption) resulting from the use or inability to use the Website or any delays, errors, malfunctions, compatibility problems or breakdowns with respect to the Website and the Material, whether based on warranty, contract, tort or any other legal theory and whether or not Anthem is advised of the possibility of such damages.

### ***Indemnity***

You agree to defend, indemnify, and hold harmless Anthem, its officers, directors, employees and agents, from and against any liabilities, claims, actions, suits, proceedings, judgments, or demands, including without limitation reasonable legal and accounting fees, alleging or resulting from your access or attempted access to the Website, your

## User Agreement for Providers

use of the Material (including any software) or your breach of the terms of this Agreement. This provision survives the termination or expiration of this Agreement.

### ***Limitations***

The descriptions of Anthem products and services contained in the Website are not offers to sell or solicitations for any product or service. Anthem Health Plans, Inc. is licensed to sell products and services only in the State of Connecticut. Anthem Health Plans of Maine, Inc. is licensed to sell products and services only in the State of Maine. Anthem Health Plans of New Hampshire, Inc. is licensed to sell products and services only in the State of New Hampshire. The descriptions of products and services contained on the Website are offered as a convenience to You and do not contain all of the terms, conditions, limitations and exclusions that may be applicable. Use of the Website and access to the Material and information presented do not create or represent a guarantee of benefits or payment. All services are subject to any limitations or exclusions that are in effect at the time the patient receives services. All benefits, coverage, eligibility and effective date information is dependent upon Anthem's receipt, acceptance, and processing of the subscriber's premium through our computer system. Thus, the information viewed on this system may not be the most current information available.

### ***Termination***

Anthem may terminate or limit your access or usage of the Website and the Material at any time without notice. In the event that Anthem terminates this Agreement, You shall destroy any copies of the Material which You have downloaded and shall relinquish any passwords or codes You maintain in connection with the Website.

### ***Confidentiality***

You must be authorized to access certain portions of the Website, ("Authorized Users") as information in some instances is considered to be private and confidential in nature. Authorized Users must protect against unauthorized disclosures and appropriately handle the information they view. Non-compliance could result in corrective action, including revoked access and suspended partner privileges. You agree to comply with all state, federal or local laws regarding privacy and confidentiality.

### ***General***

This Agreement is governed by the internal substantive laws of the State of the Anthem entity with which You are contracted hereunder without regard to its conflict of laws principles. By accessing and using the Website, You consent to the jurisdiction of the courts located in such state and to the application of the laws of such state to disputes arising under this Agreement. If any provision of this Agreement is found to be invalid by any court having competent jurisdiction, the invalidity of such provision shall not affect the validity of the remaining provisions of this Agreement, which shall remain in full force and effect. No waiver of any term of this Agreement shall be deemed a further or continuing waiver of such term or any other term.

Except as expressly provided in the particular "Usage Policy" or any software license or material on particular Web pages, this Agreement constitutes the entire agreement between You and Anthem with respect to the use of the Website. Anthem may make changes to this Agreement at any time by providing notice to You prior to implementing any such change. You shall be required to accept such change as a condition to receiving ongoing access to the Website. Any changes to this Agreement requested by You must be made in writing, signed by an authorized representative of Anthem.