

### Department Function Grid for Anthem Blue Cross and Blue Shield Claims

Department	Function	Where to send information
Claims	<ul style="list-style-type: none"> <li>Processes new claims</li> <li>Processes claims for which you have never received a response (paid or denied) from us</li> </ul>	Anthem Blue Cross and Blue Shield PO Box 533 North Haven, CT 06473
Central Research	<ul style="list-style-type: none"> <li>Processes requests for adjustments to claims already processed, such as providing additional information, change to original information submitted, request to adjust claim processed incorrectly</li> </ul> <p>Note: Include a copy of your remittance advice with the claim in question circled, a letter or a <u>Request for Adjustment Form</u> (available on anthem.com).</p>	Anthem Blue Cross and Blue Shield PO Box 533 North Haven, CT 06473-0430
Provider Correspondence	<ul style="list-style-type: none"> <li>Responds to written inquiries for benefits, eligibility or claim status (Note: BlueCard claims inquiries can also be done via secure e-mail at <a href="mailto:Anthemnbu@anthem.com">Anthemnbu@anthem.com</a>)</li> <li>Reviews requests for reconsideration of a claim determination (inclusive, global, etc.)</li> </ul>	Anthem Blue Cross and Blue Shield PO Box 533 North Haven, CT 06473-0430 <b>Correspondence fax numbers:</b> Anthem inquiries - (207) 822-7906 BlueCard claim inquiries - (203) 234-5862 BlueCard medical records - (207) 822-5800 National claim inquiries - (207) 822-5881
Medical Review	<ul style="list-style-type: none"> <li>Requests additional information for prior authorization consideration</li> </ul> <p>Note: Please be sure to include patient name, certificate number, claim number if applicable, and contact information to reach you.</p>	Anthem Blue Cross and Blue Shield Confidential Medical Review-1E080 P.O. Box 999 South Portland, Me 04104 Fax: (207) 822-5203
Medical Underwriting	<ul style="list-style-type: none"> <li>Requests medical documentation from providers/facilities for the purpose of determining if a medical condition is pre-existing</li> </ul> <p>Note: A self-addressed envelope is enclosed with each request.</p>	Anthem Blue Cross and Blue Shield Confidential Medical Underwriting-5W080 P.O. Box 9423 South Portland, ME 04116-9983 Fax: (207) 822-7305
Appeals	<ul style="list-style-type: none"> <li>Reviews requests for appeals of decisions for which we have completed a request for reconsideration, or verified that the adverse determination was accurate</li> <li>Reviews requests for appeals of utilization management determinations based on clinical documentation (not lack of documentation)</li> </ul> <p>The following are <b>not</b> considered appeals:</p> <ul style="list-style-type: none"> <li>Documentation submitted in response to our request (send to area requesting information)</li> <li>Claim adjustment requests/submission of corrected information (send to Provider Correspondence)</li> <li>Retrospective review of a non-certified inpatient admission within 120 days of the date of service. Please include an explanation of why the admission was not pre-certified, along with a copy of the medical record for the stay. (send to Utilization Management)</li> </ul>	Anthem Blue Cross and Blue Shield PO Box 218 North Haven, CT 06473-0218
Overpayment Retraction Request	<ul style="list-style-type: none"> <li>Processes requests for retraction of overpayments from Anthem</li> </ul> <p>Note: Send payment retraction requests <b>ONLY</b> to this address. Other types of correspondence that do not include a retraction request cannot be processed at this address. Please use the <u>Overpayment Request Form</u> located on anthem.com.</p>	Anthem Financial Ops Recovery PO Box 697 North Haven, CT 06473 Fax: 203-239-8144 Email: <a href="mailto:NECCOA@Wellpoint.com">NECCOA@Wellpoint.com</a>
Cash Receipts	<ul style="list-style-type: none"> <li>Processes refunds for Anthem overpayments or incorrect payments to providers</li> </ul> <p>Note: Use this address to send adjustment requests that are <b>accompanied by</b> refund checks or money orders for the members indicated above. Please attach the <u>Overpayment Refund Form</u> to your request.</p>	Maine Recovery Lockbox PO Box 73616 Cleveland, OH 44193

## Department Function Grid for Federal Employee Program (FEP) Claims

Department	Function	Where to send information
Claims	<ul style="list-style-type: none"> <li>• Processes new claims</li> <li>• Processes claims for which you have never received a response (paid or denied) from us</li> <li>• Processes claims resubmitted with requested additional information (such as medical records)</li> </ul>	Send to: Anthem Blue Cross and Blue Shield P.O. Box 105557 Atlanta, GA 30348
Provider / Member Correspondence	<ul style="list-style-type: none"> <li>• Responds to written inquiries for benefits, eligibility or claim status</li> <li>• Reviews providers' requests for reconsideration of a claim determination (inclusive, global, etc.)</li> <li>• Processes requests for adjustments to claims already processed, such as providing additional information, change to original information submitted, request to adjust claim processed incorrectly</li> <li>• Reviews proof of prior submission on a claim denied for timely filing. Include backup information that supports previous submission</li> <li>• Reviews member appeals (disputes of our decisions on claims or requests for services or supplies – including requests for pre-certification or prior approval)</li> </ul>	Mail to: Anthem Blue Cross and Blue Shield P.O. Box 105557 Atlanta, GA 30348
Refunds	<ul style="list-style-type: none"> <li>• Processes refunds for FEP overpayments or incorrect payments</li> <li>• Send refunds only if:               <ul style="list-style-type: none"> <li>• FEP has requested the refund, or</li> <li>• after calling FEP Customer Service to have claim corrected and noted</li> </ul> </li> </ul> <p>Note: Please include monies for FEP members only.</p>	Send to: Central Region-CCOA Lockbox PO Box 73651 Cleveland, OH 44193-1177
Pre-certification	<ul style="list-style-type: none"> <li>• Pre-certifies all inpatient stays</li> </ul>	Call: (800) 860-2156 Fax: (800) 732-8318