

Department Function Grid for Anthem Blue Cross and Blue Shield Claims

Department	Function	Where to send information
Claims	<ul style="list-style-type: none"> Processes new claims Processes claims for which you have never received a response (paid or denied) from us 	Anthem Blue Cross and Blue Shield PO Box 533 North Haven, CT 06473
Central Research	<ul style="list-style-type: none"> Processes requests for adjustments to claims already processed, such as providing additional information, change to original information submitted, request to adjust claim processed incorrectly <p>Note: Include a copy of your remittance advice with the claim in question circled, a letter or a Request for Adjustment Form (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"> Responds to written inquiries for benefits, eligibility or claim status (Note: BlueCard claims inquiries can also be done via secure e-mail at Anthemnbu@anthem.com) Reviews requests for reconsideration of a claim determination (inclusive, global, etc.) 	Anthem Blue Cross and Blue Shield PO Box 533 North Haven, CT 06473-0430 Correspondence fax numbers: 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"> Requests additional information for prior authorization consideration <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"> Requests medical documentation from providers/facilities for the purpose of determining if a medical condition is pre-existing <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"> Reviews requests for appeals of decisions for which we have completed a request for reconsideration, or verified that the adverse determination was accurate Reviews requests for appeals of utilization management determinations based on clinical documentation (not lack of documentation) <p>The following are not considered appeals:</p> <ul style="list-style-type: none"> Documentation submitted in response to our request (send to area requesting information) Claim adjustment requests/submission of corrected information (send to Provider Correspondence) 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) 	Anthem Blue Cross and Blue Shield PO Box 218 North Haven, CT 06473-0218
Overpayment Retraction Request	<ul style="list-style-type: none"> Processes requests for retraction of overpayments from Anthem <p>Note: Send payment retraction requests ONLY to this address. Other types of correspondence that do not include a retraction request cannot be processed at this address. Please use the Overpayment Request Form located on anthem.com.</p>	Anthem Financial Ops Recovery PO Box 697 North Haven, CT 06473 Fax: 203-239-8144 Email: NECCOA@Wellpoint.com
Cash Receipts	<ul style="list-style-type: none"> Processes refunds for Anthem overpayments or incorrect payments to providers <p>Note: Use this address to send adjustment requests that are accompanied by refund checks or money orders for the members indicated above. Please attach the Overpayment Refund Form 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"> • Processes new claims • Processes claims for which you have never received a response (paid or denied) from us • Processes claims resubmitted with requested additional information (such as medical records) 	Send to: Anthem Blue Cross and Blue Shield FEP Maine Claims P.O. Box 37980 Louisville, KY 40233-7980
Provider / Member Correspondence	<ul style="list-style-type: none"> • Responds to written inquiries for benefits, eligibility or claim status • Reviews providers' requests for reconsideration of a claim determination (inclusive, global, etc.) • Processes requests for adjustments to claims already processed, such as providing additional information, change to original information submitted, request to adjust claim processed incorrectly • Reviews proof of prior submission on a claim denied for timely filing. Include backup information that supports previous submission • Reviews member appeals (disputes of our decisions on claims or requests for services or supplies – including requests for pre-certification or prior approval) 	Mail to: Anthem Blue Cross and Blue Shield Provider Correspondence P.O. Box 37980 Louisville, KY 40233-7980
Refunds	<ul style="list-style-type: none"> • Processes refunds for FEP overpayments or incorrect payments • Send refunds only if: <ul style="list-style-type: none"> • FEP has requested the refund, or • after calling FEP Customer Service to have claim corrected and noted <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"> • Pre-certifies all inpatient stays 	Call: (800) 860-2156 Fax: (800) 732-8318