



Important Phone Numbers

Anthem Behavioral Health (Precertification, YR prefixes)	1-800-582-2293
Anthem Healthy Solutions Programs	1-800-480-9355
Disease Management/Prevention/Wellness	
Healthy Women Initiative	
Maternity Care Program	
Blue Card	
Member Benefits/Eligibility	1-800-676-BLUE
Ohio Provider Services	
(claims filed before 12/14/2007)	1-800-213-4908
(claims filed after 12/15/2007)	1-866-594-0521
Internet address: http://www.bluecares.com	
CAQH	1-888-599-1771
Customer Service	Back of Member's ID Card
Electronic Claims Submission	1-800-470-9630
Dental Customer Service	1-888-209-7854
Radiology Precertification	1-888-730-2817
GM Dedicated Unit	1-800-345-4907



Important Phone Numbers (cont.)

Federal Employee Program (FEP)	
Claims and Benefit Information.....	1-800-451-7602
Precertification	1-800-860-2156
Medicaid (Healthy Start/Healthy Families)	1-866-896-6625
Medicaid (Aged, Blind, Disabled).....	1-866-896-6621
Medical Policy Hotline.....	1-800-382-5007
Pharmacy Services	1-800-392-7871
Fax on Demand	1-800-750-0156
Formulary Updates.....	1-877-4MULARY
Precertification and Referral Department.....	1-800-752-1182
Fax	1-800-266-3504
Blue Product Precertification	1-877-814-4803
Provider Inquiry.....	1-888-290-9160
(Prefixes YRP, YRT, YRG, YRM, YRR, YRA, YRQ, YRE, YRI, YRF, YRJ, YRN)	



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Claims Mailing Address

File claims to:

- Electronic claims accepted
- Send mail to P.O. Box 37180 Louisville, KY 40233-7180



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Direct Deposit/Electronic

Funds Transfer

- Direct deposits are made within 2 days of paid date
- The provider Remit is mailed on the paid date
- All 12 Digit Provider Identification Numbers (PIN) or NPIs that are used for billing must be listed on the Anthem Blue Cross and Blue Shield Direct Deposit Form
- Anthem's Finance Department will only set up the Electronic Funds Transfer (EFT) for the 12 Digit PINs or NPIs the provider has listed on the Direct Deposit Form
- Direct Deposit should begin within thirty business days upon receipt of the provider's completed Direct Deposit Form. A voided copy of a check or deposit receipt and verification from the bank of the account/routing numbers is also required.
- Questions: Call 1-513-872-8298
- To obtain an Electronic Funds Transfer form, please call your local Provider Relations office



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ANTHEM BLUE CROSS AND BLUE SHIELD DIRECT DEPOSIT FORM

Tax Id Number: _____

Payee Name: _____

12-Digit Provider Id Number (PIN): _____
Must list each individual practitioners 12 -Digit PIN separately.
May attach a separate sheet if needed.

If you have questions regarding your PIN, please contact your provider relations representative.

Please attach a copy of check or deposit slip. (This is REQUIRED for setup.)

CHECK 1 OR 2 AND COMPLETE BANKING INFORMATION.

1. SAVINGS (ATTACH DEPOSIT ADVICE TO REVERSE SIDE)

2. CHECKING (ATTACH VOIDED CHECK TO REVERSE SIDE)

FINANCIAL INSTITUTION: _____

RT/ABA NUMBER: _____

ACCOUNT NUMBER: _____

I HEREBY AUTHORIZE ANTHEM TO INITIATE CREDIT ENTRIES TO MY ACCOUNT, INDICATED ABOVE, AND THE FINANCIAL INSTITUTION NAMED ABOVE TO CREDIT THE SAME SUCH ACCOUNT. I FURTHER AUTHORIZE ANTHEM TO DEBIT MY ACCOUNT AS NECESSARY TO CORRECT ANY PREVIOUS CREDIT MADE IN ERROR, PROVIDED THAT ANTHEM SHALL PROVIDE ME NOTIFICATION OF SUCH A DEBIT.

THIS AUTHORITY IS TO REMAIN IN FULL FORCE AND EFFECT UNTIL THE ACCOUNTING OPERATIONS DEPARTMENT AT ANTHEM HAS RECEIVED WRITTEN NOTIFICATION OF ITS TERMINATION IN SUCH TIME AND SUCH MANNER AS TO AFFORD ANTHEM A REASONABLE TIME TO ACT ON IT.

AUTHORIZED SIGNATURE: _____

DATE: _____ PHONE: _____

Fax back to 513-872-8198 or mail to

1351 William Howard Taft Road
Cincinnati, OH 45206
ATTN: Damian Sweeney CW1-262



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Provider Adjustment Form

The Provider Adjustment Form should be used when:

- Resubmitting a claim due to a correction, such as a diagnosis change or to indicate receipt of a duplicate payment.
- Underpayment
- Overpayment

Resubmitting a claim without the adjustment form will likely cause the claim to be denied as a duplicate.

The Provider Adjustment Form can be found at [Anthem.com](https://www.Anthem.com) under the [Answers@Anthem](mailto:Answers@Anthem.com) link.

Anthem Products

Anthem Blue Plans

Local Products easily identified by ID number prefix...

- Blue Traditional	YRT
- Blue Access SM (PPO)	YRP
- Blue Preferred à Primary Plus (POS)	YRG
- Blue Preferred à Primary (HMO)	YRM
- Medicare Select	YRR
- Anthem Senior Advantage (MA HMO)	YRA
- Medicare Supplement	YRQ
- Anthem Medicare Preferred (MA Local PPO)	YRE
- Blue Medicare Access (MA Regional PPO)	YRE
- SmartValue – Group & Individual (MA PFFS)	YRI
- SmartValue – Group (MA PFFS)	YRF
- SmartSaver – Individual (MA MSA)	YRJ
- Medicaid— <u>No Longer Handling</u>	YRB
- Lumenos	YRN



Medicare Advantage Products

- Anthem Senior Advantage (YRA)
- Anthem Medicare Preferred (YRE)
- Blue Medicare Access (YRE)
- Smart Value - SmartValue is a Medicare Advantage (MA) Private Fee For Service (PFFS) health plan offered by Anthem Blue Cross and Blue Shield (Anthem)
 - SmartValue members are not restricted to a network of providers
 - Members must seek care from a provider that accepts the plans terms and conditions
 - Providers must be eligible to received Medicare payment
 - Providers have to agree to reimbursement equivalent to 100% of the current Medicare fee schedule as payment in full



National Plans

How to identify most Anthem National members:

Example: BBBAN1234567

*****NOTE: Please refer to the back of the member ID card for provider inquiry phone numbers*****

Example Companies; JP Morgan Chase, Scotts lawn care, & Playtex Corp.



Automotive Plans

The only way to differentiate automotive is by the prefix on the member id.

Examples:

- General Motors (GHP, GIH, GME, GMJ, GMP, NGM)
- Daimler Chrysler (DXP, DCH)
- Chrysler Financial (FIO, FIW)
- Indiana and Ohio General Motors and Delphi Blue Preferred Primary HMO membership (YRM) **Other local business also under YRM**
- Delphi Automotive Systems (DEH, DMH, DPR, DTP)
- Ford ASO EPO actives and non-Medicare retirees (FOR) - Ohio, Indiana and Kentucky

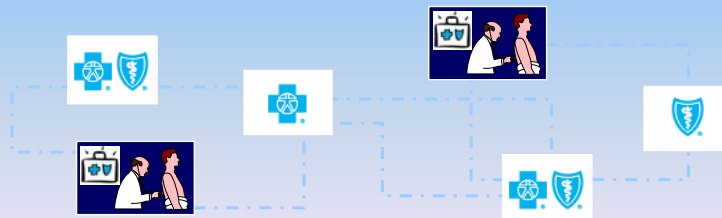
What is BlueCard®?

A collection of programs and policies that enable members to receive healthcare services while traveling or living in another Plan's service area...



What is BlueCard®?

Links participating providers and the independent BCBS Plans across the country through a single electronic network for claims processing and reimbursement.



BlueCard is for members who receive healthcare while **traveling** or **living** in another Plan's service area

BlueCard®

- Gives members access to local Plan's provider networks & **discounts** for services covered under their own benefit plans as long as they are in network.
- Members' own Plan adjudicates claims & local Plans pay providers

Blue Card Plans

How to identify BlueCard Members

Example: MRTXXXXXXXXX

Plan Logo or Plan Name on Card

Example: BCBS of Illinois, BCBS of Michigan, Mt State BCBS, Highmark, & Caremark

Plan Code

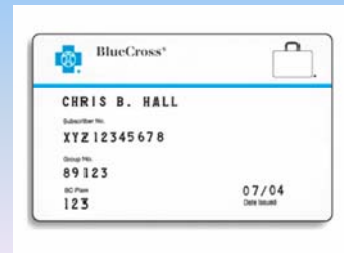
Example: 010/510 – BCBS of Alabama
430/934 – Premera Blue Cross (Alaska BC)
030/530 – BCBS of Arizona

How to Identify a BlueCard Member

- Alpha Prefix (3 digit Alpha character)
- PPO in a suitcase logo, for eligible PPO members
- Blank suitcase logo
- Plan Code on ID Card is not an **Anthem Plan Code**



The three-character alpha prefix.



Anthem Central Region Plan Code

Review the member's ID card for the **Plan Code**. If the **Plan Code** is any one of the numbers listed below then this is an Anthem member:

Indiana	130	630
Kentucky	160	660
Missouri	241	
Ohio	332	834
Wisconsin	450	950

New Standardized ID Card

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New Standardized ID Card

Effective January 1, 2009

- At the request of the Blue Cross and Blue Shield Association Anthem will begin transitioning to a new standardized format for our members' ID cards

Affected Plans

- This mandate will affect all Blue Cross and Blue Shield member ID cards including those issued by Anthem Blue Cross and Blue Shield (OH, IN, KY, MO and WI)

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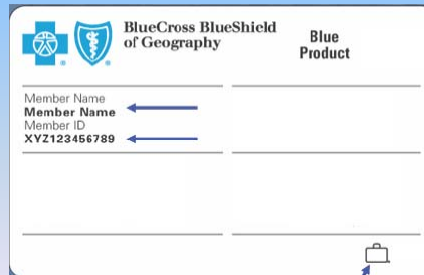
New Standardized ID Card

What to expect

- Consistent and uniform look and format
- Plastic vs Paper

Key Identifier

- Suitcase logo
- Alpha prefix
- Product name



New Standardized ID Card

Front of Card (Standard Card)

Format

- Column format

Four Quadrants

- Member name and ID
- Group information
- Dependent information or PCP information (if applicable)
- Plan type and co-pay information



New Standardized ID Card

Back of Card (Standard Card)

Format

- Column format
- Has both fixed and flexible areas

Fixed Area

- Top right - hand area of the card
- Plan's web address (e.g. www.anthem.com)
- Telephone numbers such as (customer service, out of area, eligibility, pharmacy)



Completion Date

January 1, 2011

- All member ID cards will be in the new format with the plastic card by January 1, 2011.
- Please note: Existing paper ID cards are still in use and should be accepted, if presented, during the transition period.

Request Current ID Card

- As a reminder, please request that your patients present their most current ID cards each time they receive services.

Precert Phone # for:
Skilled Nursing , Acute Inpatient
Rehab, and Long Term Acute Care

- 1-800-262-2731
- Option # 1 – for Northern Ohio
- Option # 2 – for Central & Southern Ohio

Or via email: ohdischargeplanning@anthem.com