

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Authorization and referrals
- Live Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Caelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

Availity Client Services

(<https://Availity.com/customer-support>)

provides customer support for Availity Essentials users.

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials

Provider data management and roster upload

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.

Service departments

Anthem Medical Policies

Medical Policies and Clinical UM Guidelines

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Blue View Vision Provider Services

866-723-0515

Case Management – Commercial

888-662-0939

Carelon Medical Benefits Management:

- Phone: **866-714-1107**
- Web Help Desk: **800-252-2021**

Dental Provider Services

866-947-9398

Enhanced Personal Health Care program

For information about this payment innovation program, email CTEPHC@anthem.com.

Healthcare networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- **Commercial:** Go to **Contact Us** and make a choice in the Resource Categories dropdown.
- **Federal and state plans:** Go to our **contacts page**.

IRS Form 1099 requests

Email 1099dept@anthem.com or call **888-246-4893**.

<http://anthem.ly/signup-abcbs-ct>

<https://anthem.com/provider>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Anthem Blue Cross and Blue Shield is the trade name of Anthem Health Plans, Inc. Independent licensee of the Blue Cross Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc.

CT-BCBS-CRCM-003611-25-GRP745

Peer-to-peer review

888-870-9342

Pharmacy

Pharmacy Information for Providers

Prior Authorization

Log in to <https://Availity.com> and select **Authorizations and Referral**.

Provider education and training

Our dynamic online **Learning Hub (on24.com)** has training courses, on-demand webinar replays, demonstration videos, and more.

Provider forms:

- Commercial/Medicare Advantage **Provider Forms and Guides**

Provider resources

On our **Commercial/Medicare Advantage site** or **Medicaid site**, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

Refund address

P.O. Box 73651
Cleveland, OH 44193