Updated and Improved Provider Manual for Anthem Blue Cross
Now Available Online

The 2013 Anthem Blue Cross Provider Manual for Medi-Cal Managed Care, L.A. Care, Healthy Families Program, Access for Infants and Mothers (AIM), and Major Risk Medical Insurance Program (MRMIP) has been redesigned with you - the Provider - in mind. Key updates include:

- Expanded information on cultural diversity and linguistics, including additional resources
- Greater detail on the health services provided by each plan
- Improved procedures for billing and submitting claims
- Web friendly format
- Chapters and information have been sectioned according to your practice needs and are organized in the following groupings: Before rendering services, after rendering services, and operational standards, requirements, and guidelines.

In addition to a wealth of updated information, we have made a number of format and feature enhancements with the goal of making the Manual a more useful tool for you and your office staff.

New Features!

So what have we done to upgrade the Manual? Here’s what’s new. The new, web friendly design makes it easier for you to access information. In addition to updated information, this enhanced formatting improves both online navigation and readability:

- A redesigned Table of Contents helps you locate chapter information more easily by providing links to chapters and sections.
- Within each chapter, we’ve also included hypertext links to the www.anthem.com/ca website, as well as the websites of state and local organizations and agencies, such as Vision Service Plan, and the California Department of Health Care Services, that you might find useful as you care for your patients/our members.
- Each chapter begins with an overview that provides a summary of what you’ll find in the chapter.
• Chapters and information have been sectioned according to your practice needs and are organized in the following groupings:
  o Before rendering services
  o After rendering services
  o Operational standards, requirements, and guidelines

Frequently Accessed Chapters
Here are a few highlights from the chapters we know are accessed most frequently:

Chapter 4 - Covered and Non-Covered Services:
• Dedicated chapters and benefit matrices for each of the programs: Medi-Cal Managed Care, L.A. Care, Healthy Families Program, AIM, and MRMIP
• Overview of the pharmacy benefits and Preferred Drug List
• Services covered for behavioral health, dental and vision
• Links to county and state services

Chapter 5 - Member Eligibility:
• Phone numbers and website links for member eligibility verification
• Descriptions of member identification cards

Chapter 6 - Care Management:
• Instructions for Prior Authorization
• Descriptions of the different types of concurrent review
• Proper procedure for the handling of urgent and emergency requests

Chapter 8 - Claims & Billing:
• Claim submission guidelines
• Timelines for filing claims
• Common reasons for rejected and returned claims with the explanation and resolution for each
Get Your New Manual Today!

View, print or download the new Manual at our website www.anthem.com/ca via the following websteps:

1. Select OTHER ANTHEM WEBSITES: Providers.
3. Scroll to Provider Communications.
4. Click Provider Manuals and Important Updates.
5. Click the Provider Manual link to display a PDF version of the Provider Manual.

For More Information

If you have any questions about this announcement, you may contact our Customer Care Center at:

- Medi-Cal Customer Care Center: 1-800-407-4627 (Outside L.A. County)
- Medi-Cal Customer Care Center: 1-888-285-7801 (Inside L.A. County)
- Healthy Families Customer Care Center: 1-800-845-3604
- AIM/MRMIP Customer Care Center: 1-877-687-0549