Automated Eligibility Verification System

Anthem Blue Cross (Anthem) recently learned that providers are using the Automated Eligibility Verification System (AEVS) Medi-Cal site to validate Anthem Blue Cross Cal MediConnect Plan (Medicare-Medicaid Plan) members’ eligibility. The AEVS system should not be the source for validating Anthem Blue Cross Cal MediConnect Plan eligibility. Instead, providers must use Availity, Noridian or the Anthem provider website. If you use AEVS for checking eligibility, in some cases, you will see both Anthem Blue Cross Cal MediConnect Plan and CareMore listed as the member’s Part C carrier. This is in error. The member is in fact enrolled in the Anthem Blue Cross Cal MediConnect Plan. The Department of Health Care Services is investigating the error.

Links to the correct sites to validate Anthem Blue Cross Cal MediConnect Plan eligibility include:

- Availity Portal:
  - Website: [https://www.availity.com](https://www.availity.com)
  - Email: support@availity.com
  - Technical support: 1-800-282-4548 Monday through Friday, 5 a.m. to 4 p.m.

- Noridian:
  - Phone: 1-855-609-9960 Monday through Friday, 8 a.m. to 4 p.m.
  - Website: [https://www.noridianmedicareportal.com](https://www.noridianmedicareportal.com)

If you have any further questions regarding eligibility, please feel free to call Anthem Provider Services at 1-855-817-5786. You can also call 1-408-918-6800 to reach an Anthem case manager.