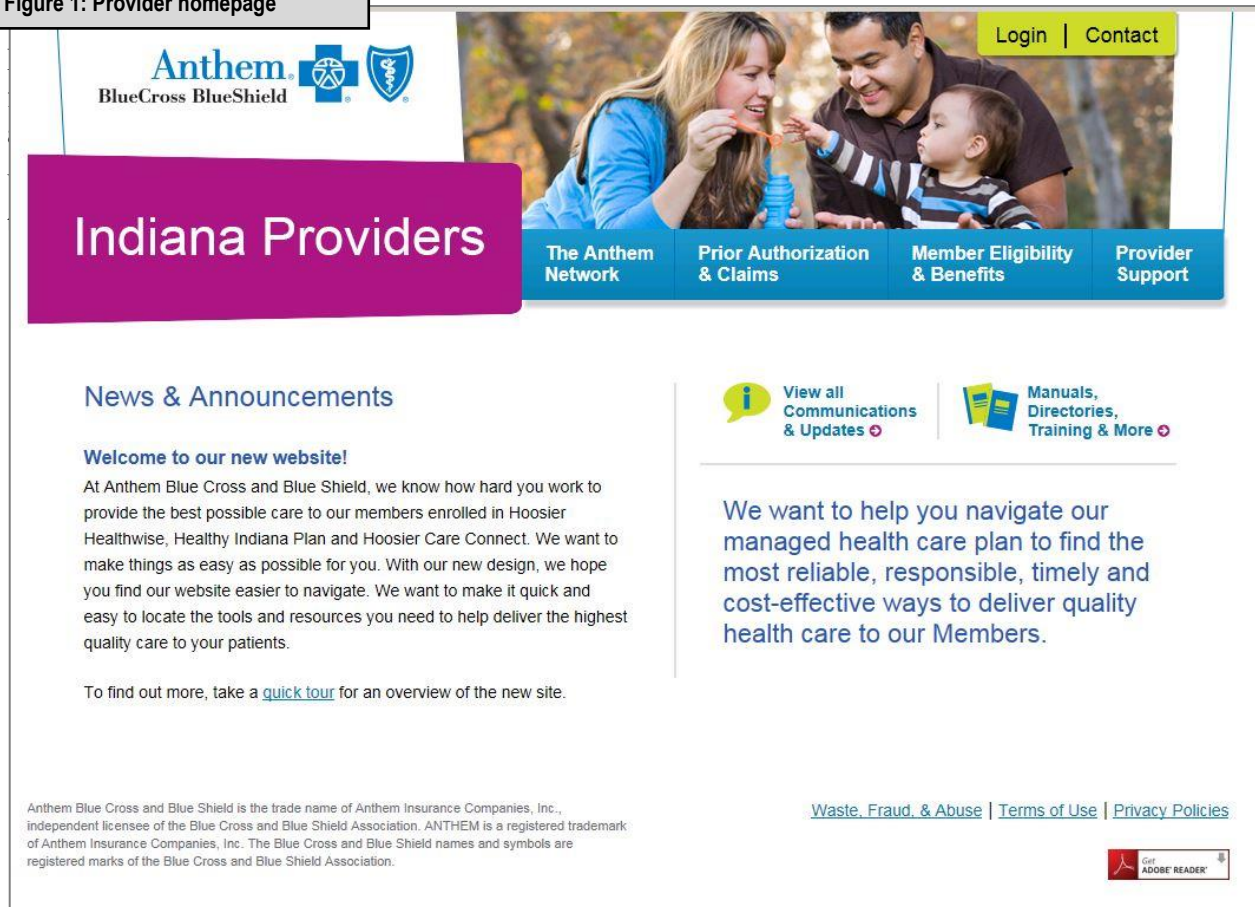


## Tour our updated provider website for the latest information

We recently updated the Anthem Blue Cross and Blue Shield (Anthem) website for our Medicaid providers. This Quick Reference Guide provides navigation tips and screen shots for this valuable provider resource. Please note: we update our website regularly with the latest health plan and health care information. Always refer to the site for the latest information available.

**Figure 1** is the home page of the new Anthem website. You can access it by entering **[www.anthem.com/INmedicaiddoc](http://www.anthem.com/INmedicaiddoc)** into the URL address field of your search engine.

Figure 1: Provider homepage



The screenshot shows the Anthem Indiana Providers website homepage. At the top left is the Anthem BlueCross BlueShield logo. To the right is a photo of a family (a woman, a man, and a child) with a 'Login | Contact' button. Below the photo is a purple banner with the text 'Indiana Providers'. Underneath this banner is a navigation bar with four blue buttons: 'The Anthem Network', 'Prior Authorization & Claims', 'Member Eligibility & Benefits', and 'Provider Support'. Below the navigation bar, there are two main sections. The left section is titled 'News & Announcements' and contains a 'Welcome to our new website!' message, a paragraph of text, and a link to a 'quick tour'. The right section features a 'View all Communications & Updates' button and a 'Manuals, Directories, Training & More' button. Below these buttons is a paragraph of text: 'We want to help you navigate our managed health care plan to find the most reliable, responsible, timely and cost-effective ways to deliver quality health care to our Members.' At the bottom of the page, there are links for 'Waste, Fraud, & Abuse', 'Terms of Use', and 'Privacy Policies', and an Adobe Reader icon.

## The Prior Authorization & Claims tab

Select the Precertification and Claims tab (**Figure 2**) for access to the following pages and helpful resources:

Figure 2: Precertification & Claims

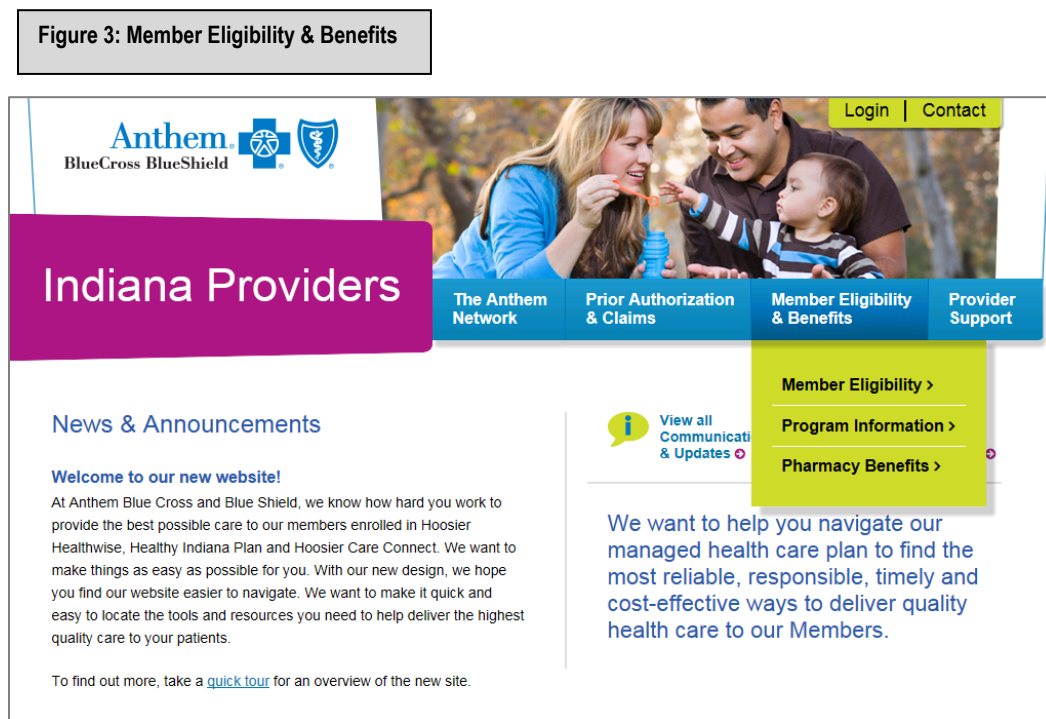
The screenshot shows the Anthem Blue Cross and Blue Shield website for Indiana Providers. The top navigation bar includes 'Login | Contact' and a menu with 'The Anthem Network', 'Prior Authorization & Claims', 'Member Eligibility & Benefits', and 'Provider Support'. The 'Prior Authorization & Claims' menu is expanded, showing options like 'Prior Authorization >', 'Submit Claims & Appeals >', 'ICD-10 >', 'EDI/HIPAA 5010 >', and 'Reimbursement Policies >'. The main content area features a 'News & Announcements' section with a welcome message and a 'Waste, Fraud, & Abuse | Terms of Use | Privacy Policies' footer.

- **Prior Authorization**
  - List of services requiring prior authorization
  - Universal Authorization Form
  - UM Clinical Guidelines
  - Medical Policies and Clinical UM Guidelines search tool
- **Submit Claims and Appeals**
  - Links to the current provider manual as well as the secure MyAnthem website via Availity where you can submit claims and appeals and check on their status. For providers who have yet to register for secure site access, there is also a link to the registration page.
- **ICD-10**
  - This page has important information and valuable resources to help providers prepare for the **October 1, 2015** transition to ICD-10.

- **Electronic Data Interchange**
  - Links to the Anthem E-solutions page where you will find Live Help assistance for any issues you might have with Electronic Data Interchange (EDI).
- **Reimbursement Policies**
  - Page provides information about and links to the Anthem reimbursement policies to assist you in accurate claims submission and to outline the basis for reimbursement.

## The Member Eligibility & Benefits page

Figure 3 below shows what is available via the **Member Eligibility & Benefits** page of the new website.



By selecting **Member Eligibility** you can follow the link to the secure **Availity** site to pull Eligibility Rosters, which are posted approximately the tenth of each month.

Valuable information about the following plans and programs — including link to state sites — is located at **Program Information**:

- Hoosier Healthwise
- Healthy Indiana Plan
- Hoosier Care Connect

The **Pharmacy Benefits** page contains overview information concerning pharmacy benefits — including links to formularies and/or PDLs as well as important pharmacy phone numbers — for the following plans:

- Hoosier Healthwise
- Healthy Indiana Plan
- Hoosier Care Connect

## The Provider Support page

As is indicated by Figure 4 below, a wealth of resources, tools and information is available through the **Provider Support** tab of our new website.

Figure 4: Provider Support

The screenshot shows the website's header with the Anthem Blue Cross and Blue Shield logo and a 'Login | Contact' link. Below the logo is a purple banner for 'Indiana Providers'. The navigation menu includes 'The Anthem Network', 'Prior Authorization & Claims', 'Member Eligibility & Benefits', and 'Provider Support'. The main content area is split into two columns. The left column has a 'News & Announcements' section with a 'Welcome to our new website!' message and a 'quick tour' link. The right column has a 'Helping Members' section with several links: 'HIP POWER Account Debit Card', 'Disease Management Centralized Care Unit (DMCCU) > Useful Health Information', 'Health Education >', 'EPSDT >', 'Interpreting Services >', 'Maternal Services >', 'Forms >', and 'Find a Doctor >'. At the bottom, there is a footer with legal disclaimers and an Adobe Reader logo.

## Helping Members

Under this heading, you will find information about the following programs and resources:

- **HIP POWER Account Debit Card**
- **Disease Management Centralized Care Unit (DMCCU)**
- **Health Education** includes important documents we send to our members, such as:
  - Hoosier Healthwise and Healthy Indiana Plan Member Handbook
  - Hoosier Care Connect Member Handbook
  - Notice of Privacy Practices
  - Member Rights and Responsibilities
  - Advance Directives
- **Early and Periodic Screening, Diagnosis and Treatment (EPSDT)**
  - Information on Early and Periodic Screening, Diagnosis and Treatment services
  - Link to federal EPSDT website

- **Interpreting Services**, including:
  - Contact information for telephone and face-to-face interpreters
  - Tips for working with interpreters
  - Tips for communicating with patients who speak limited English
  - Interpreter Services forms
  - Interpreter Services Desktop Reference
- **Maternal Services**, including information and forms related to:
  - New Baby, New Life™ maternity management prenatal program information
  - Pregnancy assessment forms
  - Steps to take for primary medical providers and obstetricians

## Education and Resources

Under this heading, you will find our library of current and past:

- **Network updates**
- **Provider Newsletters**
- **Provider Bulletins** and other communications
- **Provider Manuals**
- **Provider Training Resources**, including:
  - Our Hoosier Care Connect and Healthy Indiana Plan provider orientation presentations
  - Our library of useful quarterly workshop presentations
  - Tutorials

## Quality Assurance

This page includes links to the following tools, information and resources:

- Quality Improvement Program
- Behavioral Health Clinical Practice Guidelines
- Preventive Health Care Guidelines

## Forms

The page is home to many of the forms you use on a regular basis. We work hard to make sure that all forms are the most recent, up-to-date versions. The forms here are in the following categories:

- Claims and Billing
- Grievances and Disputes
- Changes and Referrals
- Clinical and Preventive Care
- Behavioral Health
- Other Forms

## Find a Doctor

This link allows providers to search for a doctor or a facility to find if they are in our plan or network.

## **The Anthem Network**

For information about joining our network of valued physicians, select **The Anthem Network** tab and then **Join Our Network** from the resulting drop-down menu. This page contains contact information and resources covering our credentialing program and application process.

## **For More Information**

Please remember to consult these web resources first whenever you have a question or need information. Many times you'll find that you can get answers quickly. If you aren't able to find what you need online, please call us at the following Provider Helpline numbers:

- Hoosier Healthwise – **1-866-408-6132**
- Health Indiana Plan – **1-800-345-4344**
- Hoosier Care Connect – **1-844-284-1798**