March 2017

This is an update about information in the provider manual. For access to the latest manual, go online to www.anthem.com/inmedicaiddoc.

Changes in contact information

Please note the changes for Anthem Blue Cross and Blue Shield (Anthem) below. Effective April 1, 2017, please begin using the following Anthem contact information.

New address for paper claims for Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect:

Anthem Blue Cross and Blue Shield
P.O. Box 62509
Virginia Beach, VA 23466

Note: This new claims address change does not apply to Franciscan Alliance Accountable Care Organization.

New Behavioral Health prior authorization fax numbers:
- Inpatient: 1-877-434-7578
- Outpatient: 1-866-877-5229

New Utilization Management and Pharmacy prior authorization intake numbers:
- Hoosier Healthwise
  - Phone: 1-866-408-6132
  - Fax inpatient: 1-888-209-7838
  - Fax outpatient: 1-866-406-2803
- Healthy Indiana Plan
  - Phone: 1-844-533-1995
  - Fax inpatient: 1-888-209-7838
  - Fax outpatient: 1-866-406-2803
- Hoosier Care Connect
  - Phone: 1-844-284-1798
  - Fax inpatient: 1-888-209-7838
  - Fax outpatient: 1-866-406-2803

Join our network
If you are a noncontracted provider and would like to join Anthem’s network, please complete the Indiana Provider Maintenance form on our website at: https://central.provider.anthem.com/mwpmf/PMFControllerServlet

www.anthem.com/inmedicaiddoc

Anthem Blue Cross and Blue Shield is the trade name of Anthem Insurance Companies, Inc., independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

Providers who are contracted with Anthem Blue Cross and Blue Shield to serve Hoosier Healthwise, Healthy Indiana Plan and Hoosier Care Connect through an accountable care organization (ACO), participating medical group (PMG) or Independent Physician Association (IPA) are to follow guidelines and practices of the group. This includes but is not limited to authorization, covered benefits and services, and claims submittal. If you have questions, please contact your group administrator or your Anthem network representative.
This form is for physicians, professional providers and ancillary providers to apply for participation with Anthem in Indiana. The information provided will be used to determine contract eligibility and to draft legal documents for signatures as needed.

**Your patients will experience changes, too.**

Please inform them of the following new 24/7 NurseLine phone numbers:
- Hoosier Healthwise and Healthy Indiana Plan: **1-866-408-6131**
- Hoosier Care Connect: **1-844-284-1797**
- TTY number: **711**

**Members will also receive new ID cards.** Please be sure to review the member’s new ID card to verify eligibility and to include the YRK or YRH prefix before the member’s recipient ID number whenever filing claims and inquiries.

If you have any questions, feel free to contact Anthem Provider Services at:
- Hoosier Healthwise: **1-866-408-6132**
- Healthy Indiana Plan: **1-844-533-1995** (beginning April 1, 2017)
- Hoosier Care Connect: **1-844-284-1798**