

## Provider Chat — A fast, easy way to get your questions answered

You now have a new option to have questions answered quickly and easily. With Anthem Blue Cross and Blue Shield Medicaid (Anthem) Chat, providers can have a real-time, online discussion through a new digital service, **available through Payer Spaces on Availity**.<sup>\*</sup> Provider Chat offers:

- Faster access to Provider Services for all questions.
- Real-time answers to your questions about prior authorization and appeals status, claims, benefits, eligibility, and more.
- An easy to use platform that makes it simple to receive help.
- The same high level of safety and security you have come to expect with Anthem.

Chat is one example of how Anthem is using digital technology to improve the health care experience, with the goal of saving valuable time. To get started, access the service through Payer Services on **Availity**.

<sup>\*</sup> Availity, LLC is an independent company providing administrative support services on behalf of Anthem Blue Cross and Blue Shield Medicaid.



<https://mediproviders.anthem.com/ky>

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