

Provider Solutions territory realignment

This communication applies to the Commercial, Medicare Advantage and Medicaid programs in Kentucky.

Anthem Blue Cross and Blue Shield realigned the Provider Solutions territory assignments for the state of Kentucky. This realignment will enhance our provider servicing model by allowing each of the Provider Solutions staff to concentrate on smaller geographic areas of the state and focus on their assigned provider base. In addition, Provider Solutions will support provider issues and concerns for all lines of businesses in Kentucky, including Commercial group health plans, Medicare Advantage and Kentucky Medicaid. The new provider servicing model includes professional, facility and behavioral health providers.

The Provider Solutions territory map and hospital assignments can be found at <http://anthem.ly/399pHa0>.

The East and West team mailboxes will remain operational. You can submit inquiries to these mailboxes if there is no clear indication of the assigned Provider Network consultant. Alternatively, you may use the general contact methods listed below.

Kentucky Provider Engagement and Contracting (East team)

Practices with a primary office location east of Interstate 65.

- Email: East.Team-KyProviderEngagement&Contracting@anthem.com
- Phone: **1-800-205-5870, option 3, option 1**
- Fax: **1-855-384-4872**

Kentucky Provider Engagement and Contracting (West team)

Practices with a primary office location west of Interstate 65, including all of Jefferson County in Kentucky, plus Clark, Crawford, Floyd, Harrison, Jefferson, Orange, Scott and Washington counties in Southern Indiana.

- Email: West.Team-KyProviderEngagement&Contracting@anthem.com
- Phone: **1-800-205-5870, option 3, option 2**
- Fax: **1-855-384-4872**

Provider Services

For claim inquiries, please follow the claim escalation process detailed at <http://anthem.ly/2Slre6U>.

For general inquiries please contact Provider Services toll free at **1-800-205-5870**. If a Call Center Representative does not adequately address your issue, please request to speak with a supervisor, as this is protocol to submit issue for escalation.