

MEDICAID PROVIDER BULLETIN
September 2016

This is an update about information in the provider manual. For access to the latest manual, go online to <https://mediproviders.anthem.com/ky>.

Provider Relations contact information

The Provider Relations team is available to provide network providers with exemplary service and resource materials. Please reference the enclosed Provider Relations region map to locate your assigned representative and contact information.

In addition, the Provider Relations department has a general phone number and email if you are unsure about whom to contact:

- **Provider Relations phone: 1-855-661-2027, ext. 26771**
- **Provider Relations email: kyproviderrelationsmedicaid@anthem.com**

If at any time you have concerns or issues that need to be escalated, please contact a member of the Provider Relations management team for assistance:

- **Ken Groves, Manager, Provider Network Management**
 - **Email:** Kenneth.Groves@anthem.com
 - **Phone:** **1-502-619-6800, ext. 26757**
- **Jennifer Ecleberry, Director, Provider Solutions**
 - **Email:** Jennifer.Ecleberry@anthem.com
 - **Phone:** **1-502-619-6820**

Provider action

Please share this information with your office staff.

Questions

If you have questions about this communication, please contact your Provider Relations representative or the Provider Services department at **1-855-661-2028**.

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