



Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem) behavioral health frequently asked questions

Do I need to be an Anthem contracted provider to provide behavioral health services to Anthem members?

Yes, for information about becoming an Anthem provider and the credentialing process, contact Stacey Sarmiento at **1-702-545-9868** or by email at Stacey.Sarmiento@anthem.com. Also, visit our website for information about joining our provider network at

<https://mediproviders.anthem.com/nv> Scroll down to **Join Our Network**.

Do all providers need to be credentialed to participate?

Yes, for information about becoming an Anthem provider and the credentialing process, contact Stacey Sarmiento at **1-702-545-9868** or by email at Stacey.Sarmiento@anthem.com. You can also visit our website to begin the application process at

<https://mediproviders.anthem.com/nv>. Scroll down to **Join Our Network** and select **Begin Application Process**.

When will my contract become effective?

After completing the credentialing process, you will receive a welcome letter, which will contain information about the provider network and include your Anthem provider contract effective date.

Am I required to verify benefits and eligibility?

Yes, it is recommended you verify benefits and eligibility each month by accessing online benefits at <https://mediproviders.anthem.com/nv> and scrolling down to

Provider Education & Support.

Will behavioral health services require preauthorization? If so, how do I request preauthorization?

The following behavioral health services require prior authorization:

- All **higher levels of care** (for example, behavioral health inpatient, partial hospital, intensive outpatient or electro convulsive therapy)
- Psychosocial rehabilitation services (for example, basic skills training or day treatment)
- Psychological and neuropsychological testing
- Other potential services

If you have questions about authorization or required forms, please contact Provider Services at **1-844-396-2330**.

Outpatient requests for authorization should be faxed to **1-800-505-1193**.

Inpatient requests for authorization can be faxed to **1-877-434-7578**.

Is there a behavioral health services resource available for me?

Yes, information is available on our website at:

<https://mediproviders.anthem.com/nv>. Scroll to the

Provider Education & Support section and select **Behavioral Health**.

The following are contacts for the Behavioral Health department:

Phone: **1-844-396-2330**

Outpatient fax: **1-800-505-1193**

Inpatient fax: **1-877-434-7578**

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