

March 2018

## Amerigroup Community Care is now Anthem Blue Cross and Blue Shield Healthcare Solutions

On February 1, 2018, Amerigroup Community Care changed its name. We are now Anthem Blue Cross and Blue Shield Healthcare Solutions (Anthem).



### Contract and participation

Your contract and participation statuses with us have not changed. However, you should have received an *Amendment by Notification* or *Amendment by Mutual Consent* to your contract. These amendments change our company's name and add provisions related to the name change to your agreement.


**Please note: There are no changes to billing procedures, covered services or benefits.**

### Member IDs

All members have received a new Anthem ID card reflecting the new name and contact information. The new member ID card went into effect February 1, 2018. Please ask to see it when your Anthem members come in for a visit and keep a copy of the new card on file. This is a sample of the new Anthem member ID card:

			
Member ID	Primary Care Provider (PCP):		
_____	_____		
Program ID #:	_____		
Effective Date:	_____		
Date of Birth:	_____		

		<b>Member Services:</b> 1-xxx-xxx-xxxx <b>Provider Services:</b> 1-xxx-xxx-xxxx <b>TTY:</b> 711 <b>24/7 NurseLine/Care On Call:</b> 1-xxx-xxx-xxxx <b>Behavioral Health:</b> 1-xxx-xxx-xxxx <b>Behavioral Health Crisis Line:</b> 1-xxx-xxx-xxxx <b>Authorization:</b> 1-xxx-xxx-xxxx <b>EyeQuest*</b> 1-xxx-xxx-xxxx <b>EyeQuest TTY*</b> 1-xxx-xxx-xxxx
<b>Members:</b> Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. Possession or use of this card does not guarantee payment.		<b>Providers:</b> Certain services must be preauthorized. For preapproval/billing information, call 1-844-367-2330. Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the three-digit prefix that precedes the patient's identification number listed on the front of this card.
<b>Pharmacies:</b> Submit claims using <b>Express Scripts</b> RXBIN: 003858; RXPCN: MA; RXGRP: WKKA. For technical help, call Express Scripts at 1-844-367-6110.		<b>Contracts directly with group</b> <b>Claims Filing Address:</b> Anthem Blue Cross and Blue Shield P.O. Box 61599 Virginia Beach, VA 23466-1599 <small>Anthem Blue Cross and Blue Shield Healthcare Solutions is the trade name of Community Care Health Plan of Nevada, Inc., an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc.</small>
<small>NV01 02/18</small>		

Highlights of the new member ID card include the new Anthem name with a three-digit alpha prefix similar to ID cards you may have seen for members with Anthem Blue Cross and Blue Shield Nevada commercial plans. **The alpha prefix for Anthem Blue Cross and Blue Shield Healthcare Solutions members will be VNV.**

### Our website

Our provider website address has changed to <https://mediproviders.anthem.com/nv> — Be sure to bookmark the new site to your favorites.

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

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## Submitting claims

Although our name has changed, the method for submitting a claim has not. Please continue to submit claims through:

- The Availity Portal at <https://www.availity.com>.
- Our new provider website at <https://mediproviders.anthem.com/nv> and logging in with your Availity credentials.
- Mail, using our new name and address:  
Anthem Blue Cross and Blue Shield Healthcare Solutions  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

It is important to use the new alpha character prefix (VNV) added to the member ID number on the Anthem card to bill a claim regardless if the date of service is prior to or after the February 1, 2018, name change. We recommend you update your system with the VNV prefix to submit claims. **The VNV prefix is required for claim status checks and member look-ups.**

## Electronic data interchange (EDI)

- Your paper claims submission process has not changed with this transition.
- Your clearinghouse may or may not have changed the payer ID as a part of this process. This is a change within the clearinghouse system and is beyond our control. If you used a different clearinghouse other than the clearinghouses listed below, please contact your clearinghouse directly to see about a possible change:
  - Availity is 00265.
  - Change Healthcare is SB765 for professional, 12B20 for institutional.
  - SDS — Please contact the clearinghouse.
- Under Anthem, we are no longer limited to the three clearinghouses we were using before. We now can work with any vendor, clearinghouse or claims billing service for submitting claims directly to us.

Visit the EDI area of our website at <https://mediproviders.anthem.com/nv> for more information about all EDI transactions.

If you submit claims to one of the above-listed clearinghouses, please use the new payer ID listed. Otherwise, contact your clearinghouse for further instructions. Our E-Solutions team can be reached at **1-800-470-9630** should you have questions.

## How to contact us

Our Provider Services phone number has changed to **1-844-396-2330**.