Resources and tools

- Anthem Blue Cross and Blue Shield (Anthem) provider website
- Member identification (ID) card
- Call center
- Claims payments
- Remittance advice
- Reimbursement policies
- Prior authorization
- Appeals
- Service partners
- Ready reference guide: telephone numbers and websites
Anthem provider website

https://mediproviders.anthem.com/wi

On the Anthem website, you can complete the following tasks:

- Access Availity website to verify member eligibility, submit claims and check claim status
- Determine prior authorization requirements and submit requests
- View provider directory
- View reimbursement policies
Member ID card

Anthem Medicaid member ID numbers

Anthem ID numbers for Medicaid members begin with alpha prefix ZRA.

- Does not incorporate Medicaid ID number

Anthem ID cards issued to members

ID cards are formatted similarly to commercial Anthem cards.

- Plan name in upper-right corner will be Medicaid
- Member ForwardHealth ID indicated on front of card
Member ID card, continued
Call center

Anthem Provider Services: 1-855-558-1443

- Provider Services handles eligibility, claims and prior authorization
- Select the appropriate self-service options based upon the date of service and the topic:
  - Member eligibility and PCP assignment
  - Claim status
  - Precertification: requests, requirements and status check
Claims

Submit with Medicaid ID or Anthem ID

- Submit paper claims to the following address:
  Anthem Blue Cross and Blue Shield
  Claims Department
  P.O. Box 61010
  Virginia Beach, VA 23466-1010
Claims, continued

Submit with Medicaid ID or Anthem ID

- Submit electronic claims through Anthem electronic data interchange (EDI) gateway.
  - Payer/receiver codes:
    - 00950 – professional
    - 00450 – institutional
    - EDI information at anthem.com/edi
Claims payments

- Claims payments are incorporated into Anthem’s checks and electronic fund transfers (EFT).

- For information on EFT and electronic remittance advice (ERA):
  - Go to https://www.anthem.com/home-providers.html and select Wisconsin.
  - Under the Self Service and Support heading, select Electronic Data Exchange (EDI).
  - From there, select Register in the top menu.
Remittance advice

- Included in Anthem ERA and paper remits with other Anthem lines of business (LOB)
  - Identification of Medicaid members/claims
    - Paper remit: Medicaid grouped separately in a section called [Wisconsin Anthem Medicaid]
    - ERA/835:
      - N1*PR segment will indicate Compcare Health Service Insurance Corporation
      - Medicaid LOB identified as MC in the CLP06 segment
    - Both Medicaid and Anthem ID will be included on remits

- Medicaid claims included in remits issued on Tuesdays and Thursdays
Reimbursement policies

Anthem Medicaid reimbursement policies:


Anthem medical policies and clinical utilization management (UM) guidelines:

https://www.anthem.com/home-providers.html
Precertification requirements – provider website:

- Use CPT code lookup tool to verify precertification requirements
- High-tech radiology and echoes: AIM Specialty Health
- Therapy and spine care: OrthoNet
Appeals

Submit appeals to the following address:
Anthem Blue Cross and Blue Shield
Claim Appeals Department
P.O. Box 61599
Virginia Beach, VA 23466-1599

Reminder: All providers must be Medicaid certified

- Submit claims with Medicaid-certified tax ID, NPI and nine-digit ZIP code to avoid denials
- Medicaid certification via the ForwardHealth portal
Service partners

Dental

- DentaQuest for members in the following counties: Kenosha, Milwaukee, Ozaukee, Racine, Washington or Waukesha.
  - Contact DentaQuest at 1-855-453-5287; fax: 1-262-834-3589
- Fee-for-service Medicaid in all other counties in the state of Wisconsin
Service partners

Vision

- Vision services including eye exams, glasses and treatment for diseases or injury to the eyes are covered through MARCH Vision Care.

  - Contact MARCH Vision Care at 1-888-493-4070.

Pharmacy

- Member prescriptions and certain over-the-counter items are covered by Medicaid fee-for-service.
https://mediproviders.anthem.com/wi
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