



# Anthem Blue Cross and Blue Shield (Anthem)

BadgerCare Plus

# 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

The screenshot shows the Anthem Wisconsin Medicaid Providers website. At the top, there is the Anthem BlueCross BlueShield logo and a banner image of two women walking. Below the banner is a purple box with the text 'Wisconsin Medicaid Providers'. To the right of the banner is a 'Log In' link. On the left side, there is a navigation menu with the following items: Home, Claims, Precertification, Medical, Provider Education, Find a Doctor, and Other Services. The main content area is titled 'News & Announcements' and contains three placeholder announcements, each with a title and a 'Read more' link. On the right side, there is a section titled 'Useful Publications' with links to 'Referral Directory', 'Quick Reference Card', and 'Provider Manual'.

# 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



**Anthem.**  
BlueCross BlueShield

## Medicaid


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|                              |             |                 |
|------------------------------|-------------|-----------------|
| <b>Colt G Test-5</b>         |             |                 |
| Anthem Identification Number | PCP Name    | Aspirus Clinics |
| ZRA718115202                 | PCP Phone   | 800-627-3570    |
|                              | Medicaid ID | 5678901234      |

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|            |     |
|------------|-----|
| BC/BS Plan | 459 |
|------------|-----|

SAMPLE



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[www.anthem.com/wimedicaid](http://www.anthem.com/wimedicaid)

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|  |   |
|--|---|
| <p><b>Members:</b> When submitting inquiries, always include your identification number from the face of this card. Possession or use of this card does not guarantee payment. In an emergency, go to the nearest facility or call 911.</p> <p><b>Providers:</b> Please submit claims to your local BCBS plan. To ensure proper claim processing, please include the three digit phone prefix that precedes the patient's identification number on the front of this card.</p> | <p><b>Member Services:</b> 1-855-690-7800</p> <p><b>Provider Services:</b> 1-855-558-1443</p> <p><b>TTY (Hearing Impaired):</b> 1-800-855-2880</p> <p><b>24/7 NurseLine/Care On Call:</b> 1-855-690-7800</p> <p><b>Mental Health Services:</b> 1-855-690-7800</p> <p><b>Authorization:</b> 1-800-824-0898</p> <p><b>Wisconsin Ind. Dentists Assn.*</b> 1-877-389-9870<br/>(TTY 1-800-947-3529)</p> <p><b>MARCH Vision Care*</b> 1-888-493-4070<br/>(TTY 1-877-627-2456)</p> <p style="text-align: center;">*Contracts directly with group</p> |
|--|---|

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Anthem Blue Cross and Blue Shield - Claims  
P.O. Box 61010  
Virginia Beach, VA 23466-1010  
WI21 7/14

SAMPLE

# 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](https://www.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:**

<https://mediproviders.anthem.com/wi/pages/reimbursement-policies.aspx>

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

<https://www.anthem.com/home-providers.html>

# Prior authorization/ precertification

## **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.

# Thank you

**<https://mediproviders.anthem.com/wi>**

In Eastern Wisconsin, Anthem Blue Cross and Blue Shield is the trade name of CompCare Health Services Insurance Corporation (for its insurance policies offered through the BadgerCare Plus and Medicaid SSI programs), an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.

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