

Ready Reference Guide: Expansion Guide

This guide is for Anthem Blue Cross and Blue Shield (Anthem) providers in all counties **except** the following: Kenosha, Milwaukee, Ozaukee, Racine, Washington and Waukesha.

Revised: January 1, 2018

Anthem National Call Center	Medical claims and appeals
<p>Provider Services Claim questions and interpreter services: 1-855-558-1443</p> <p>Medical Management Prior authorization for medical and behavioral health (BH) and case management referrals: 1-855-558-1443</p> <p>Medical Management fax: 1-800-964-3627</p> <p>BH inpatient fax: 1-877-434-7578</p> <p>BH outpatient fax: 1-800-505-1193</p> <p>Case Management fax: 1-800-964-3627</p> <p>Prior authorization for high-tech radiology/echoes (AIM Specialty Health®): 1-800-714-0040</p> <p>OrthoNet prior authorization fax numbers:</p> <ul style="list-style-type: none"> • Medicaid speech, physical and occupational therapy: 1-844-795-3183 • Back pain/spine care: 1-844-232-1909 	<p>Medical claim submissions Anthem Blue Cross and Blue Shield Claims Department P.O. Box 61010 Virginia Beach, VA 23466-1010</p> <p>Medical appeal submissions Anthem Blue Cross and Blue Shield Claim Appeals and Correspondence Department P.O. Box 61599 Virginia Beach, VA 23466-1599</p> <p>Electronic claim submissions Payer IDs:</p> <ul style="list-style-type: none"> • Professional: 00950 • Institutional: 00450 <p>Electronic Data Interchange (EDI) Solutions Help Desk: 1-800-470-9630</p> <p>Medical claim refunds Anthem Blue Cross and Blue Shield P.O. Box 933657 Atlanta, GA 31193-3657</p>

<https://medproviders.anthem.com/wi>

ForwardHealth call centers	
<p>Eligibility and enrollment WiCall automated voice response: 1-800-947-3544 https://www.forwardhealth.wi.gov</p>	<p>State Medicaid health maintenance organization (HMO) enrollment specialist: 1-800-291-2002</p> <p>Pharmacy Benefits are provided by the state. Members: 1-800-362-3002 Providers: 1-800-947-9627</p>
Additional contact numbers	
<p>Anthem Member Services For member representatives, member advocates, grievances/appeals, interpreter services and personal information changes: 1-855-690-7800 TTY: 711 Fax: 1-800-964-3627</p> <p>24/7 NurseLine: 1-855-690-7800 TTY: 711</p>	<p>Vision Services (MARCH[®] Vision Care) 1-855-516-2724 TTY: 1-877-627-2456</p> <p>Nonemergency transportation (Medical Transportation Management [MTM]) 1-866-907-1493 TTY: 1-866-288-3133</p> <p>Women, Infants and Children (WIC) 1-800-722-2295</p>