

## **Ready Reference Guide: Southeast Counties**

This guide is for Anthem Blue Cross and Blue Shield (Anthem) providers in Kenosha, Milwaukee, Ozaukee, Racine, Washington and Waukesha counties.

Current: January 1, 2018

<b>Anthem National Call Center</b>	<b>Dental claim submissions</b>
<p><b>Provider Services</b> Claim questions and interpreter services: <b>1-855-558-1443</b></p> <p><b>Medical Management</b> Prior authorization for medical and behavioral health (BH) and case management referrals: <b>1-855-558-1443</b></p> <p>Medical Management fax: <b>1-800-964-3627</b> BH inpatient fax: <b>1-877-434-7578</b> BH outpatient fax: <b>1-800-505-1193</b> Case Management fax: <b>1-800-964-3627</b></p> <p>Prior authorization for high-tech radiology/echoes (AIM Specialty Health®): <b>1-800-714-0040</b></p> <p>OrthoNet prior authorization fax numbers:</p> <ul style="list-style-type: none"> <li>• Medicaid speech, physical and occupational therapy: <b>1-844-795-3183</b></li> <li>• Back pain/spine care: <b>1-844-232-1909</b></li> </ul>	<p>Provider Services: <b>1-855-453-5287</b> DentaQuest 12121 N. Corporate Parkway Mequon, WI 53092 <a href="http://www.dentaquest.com">www.dentaquest.com</a></p>
	<b>ForwardHealth call centers</b>
	<p><b>Eligibility and enrollment</b> WiCall automated voice response: <b>1-800-947-3544</b> <a href="https://www.forwardhealth.wi.gov">https://www.forwardhealth.wi.gov</a></p> <p>State Medicaid health maintenance organization (HMO) enrollment specialist: <b>1-800-291-2002</b></p> <p><b>Pharmacy</b> Benefits are provided by the state. Members: <b>1-800-362-3002</b> Providers: <b>1-800-947-9627</b></p>
<b>Medical claims and appeals</b>	
<p><b>Medical claims submissions</b> Anthem Blue Cross and Blue Shield Claims Department P.O. Box 61010 Virginia Beach, VA 23466-1010</p> <p><b>Medical appeal submissions</b> Anthem Blue Cross and Blue Shield Claim Appeals and Correspondence Department P.O. Box 61599 Virginia Beach, VA 23466-1599</p>	<p><b>Electronic claim submissions</b> Payer IDs:</p> <ul style="list-style-type: none"> <li>• Professional: 00950</li> <li>• Institutional: 00450</li> </ul> <p>Electronic Data Interchange (EDI) Solutions Help Desk: <b>1-800-470-9630</b></p> <p><b>Medical claim refunds</b> Anthem Blue Cross and Blue Shield P.O. Box 933657 Atlanta, GA 31193-3657</p>

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

<b>Additional contact numbers</b>	
<p><b>Anthem Member Services</b>            For member representatives, member advocates, grievances/appeals, interpreter services and personal information changes:  <b>1-855-690-7800</b>            TTY: 711            Fax: <b>1-800-964-3627</b></p> <p><b>24/7 NurseLine</b>  <b>1-855-690-7800</b>            TTY: 711</p> <p><b>Vision services (MARCH<sup>®</sup> Vision Care)</b>  <b>1-855-516-2724</b>            TTY: <b>1-877-627-2456</b></p>	<p><b>Dental services (DentaQuest)</b>            Member number: <b>1-888-271-5210</b>            TTY: <b>1-800-466-7566</b>            Monday through Friday            8 a.m. to 5 p.m. local time            Website: <a href="http://www.dentaquest.com">www.dentaquest.com</a></p> <p><b>Nonemergency transportation (Medical Transportation Management [MTM])</b>  <b>1-866-907-1493</b>            TTY: <b>1-866-288-3133</b></p> <p><b>Women, Infants and Children (WIC)</b>  <b>1-800-722-2295</b></p>
<b>Websites</b>	
<p>Provider: <a href="https://mediproviders.anthem.com/wi">https://mediproviders.anthem.com/wi</a>            Member: <a href="https://anthem.com/wimedicaid">https://anthem.com/wimedicaid</a>            AIM Specialty Health: <a href="http://aimspecialtyhealth.com/goweb">http://aimspecialtyhealth.com/goweb</a>            NPI information: <a href="https://nppes.cms.hhs.gov">https://nppes.cms.hhs.gov</a></p>	