

**Anthem Contact Information for EHS Impacted Providers**

General Instructions	<p>For members transitioned and assigned to another Participating Provider Group (PPG) effective February 1, 2018, medical management, prior authorization requests, claims submissions, encounter submissions and care coordination should be arranged through the new PPGs. Please verify eligibility to confirm.</p>
Continuity of Care	<p>Continuity-of-care services from out-of-network providers are available to transitioning members who have been receiving care from those providers who meet certain criteria.</p> <p>Requests for continuity of care should be directed to: Anthem Customer Service</p> <ul style="list-style-type: none"><li>• Medi-Cal - Mainstream 800-407-4627</li><li>• Medi-Cal - LA Care 888-285-7801</li></ul> <p>For <b>Escalated Cases:</b></p> <ul style="list-style-type: none"><li>• Commercial – Cheryl Slagle, <a href="mailto:Cheryl.slagle@anthem.com">Cheryl.slagle@anthem.com</a>, 1-317-452-2598</li> <li>• Commercial - Jacqueline Cannon, <a href="mailto:Jacqueline.cannon@anthem.com">Jacqueline.cannon@anthem.com</a>, 1-513-504-2976</li> <li>• Medicaid - Thai Hoang, <a href="mailto:thai.hoang@anthem.com">thai.hoang@anthem.com</a>, 1-714-421-0902</li></ul>
Anthem Inpatient Concurrent Review and Discharge Planning	<p>For <b>COMMERCIAL:</b></p> <ul style="list-style-type: none"><li>• Provider authorization requests may be directed to Anthem HMO UM intake at <b>1-866 757-8211</b>. The intake and UM associates will handle these requests according to Anthem current UM processes.</li> <li>• For <b>Escalated Issues or Requests:</b> Cindy Rosenfeld, <a href="mailto:cindy.rosenfeld@anthem.com">cindy.rosenfeld@anthem.com</a>,</li></ul> <p>For <b>MEDICAID:</b></p> <ul style="list-style-type: none"><li>• 1-888-831-2246, select option 3</li></ul> <p>For <b>Discharge Planning Assistance:</b></p> <ul style="list-style-type: none"><li>• 1- 805-713-0845</li></ul> <p>For <b>Escalated Issues or Requests:</b></p> <ul style="list-style-type: none"><li>• Contact Vicki Dewitt, <a href="mailto:vicki.dewitt@anthem.com">vicki.dewitt@anthem.com</a>,</li></ul>

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	1-805-713-0119
Hospital Notification	<p>Providers should be directed to call:</p> <ul style="list-style-type: none"> <li>• Commercial: 1-866-757-8211</li> <li>• Medicaid: 1-888-831-2246, select option 3</li> </ul>
Anthem Direct Referrals and Authorizations	<p>Line of business contact information:</p> <p><b><u>Prior Authorizations</u></b></p> <p>For <b>COMMERCIAL</b> line of business:</p> <ul style="list-style-type: none"> <li>• Provider authorization requests may be directed to <b>Anthem HMO UM intake at 1-866- 757-8211</b>. The intake and UM associates will handle these requests according to Anthem current UM processes.</li> <li>• Please contact Cindy Rosenfeld, <a href="mailto:cindy.rosenfeld@anthem.com">cindy.rosenfeld@anthem.com</a> for any questions or concerns.</li> </ul> <p>For <b>MEDICAID</b> line of business:</p> <ul style="list-style-type: none"> <li>• Provider authorization requests may be direct to <b>Anthem Medical Management team at 1(888) 831-2246, select option 3</b>. The intake and UM associates will handle these requests according to Anthem current UM processes.</li> <li>• For Escalated Cases Joselyn Huffman, <a href="mailto:Joselyn.huffman@anthem.com">Joselyn.huffman@anthem.com</a>, 1-805-713-3653</li> </ul>
Anthem Direct Claims	<p>Those with a direct contract with Anthem should submit claims directly to Anthem.</p> <p>There are two methods of submission:</p> <ul style="list-style-type: none"> <li>• Electronically via electronic data interchange (EDI). If you have any questions or concerns regarding EDI, please contact the EDI Help Desk at <b>1-800-470-9630</b> or <a href="mailto:E-Solutions.Support@anthem.com">E-Solutions.Support@anthem.com</a></li> <li>• Hard copies mailed to:  <div style="text-align: center;">                     Claims and Billing                      Anthem Blue Cross                      PO BOX 60007                      Los Angeles, CA 90060                 </div> </li> </ul>