

Quick Reference Guide Anthem Blue Cross and Blue Shield Maine Commercial and Medicare Advantage	
Topic	Resource
Provider Education Webinars	https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/
General Provider Training Inquiries	Provider.training@beaconhealthoptions.com
Maine Healthcare Provider Dedicated Line	1-833-690-2936, 8:30 a.m. to 5 p.m. ET
Beacon National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claim Submission	<p>Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.</p> <p>Paper Claims may be submitted to: Anthem Blue Cross Blue Shield Maine P.O. Box 533 North Haven, CT 06473</p>
Claims Status Inquiry	<p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation. Select Claims Status from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call Customer Service at 1-833-690-2936, 8:30 a.m. to 5 p.m. ET.</p>
Claim Issue Resolution	<p>There are several options to file a Claim Payment Dispute:</p> <ul style="list-style-type: none"> • Online through the Availity portal • Mail all required documentation to the address below: Anthem Blue Cross Blue Shield in Maine Attention: Anthem Claim Payment Dispute P.O. Box 533 North Haven, CT 06473-4201 • Call the number on the back of the Member ID Card. <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, please utilize the chat feature in Availity, and then reach out to your Provider Experience Team Member through the Beacon National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.</p>
Notification/Precertification	Please call the phone number on the back of the Member ID card.



Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com . From the Availity homepage, select Patient Registration from the top navigation, and then select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.
Credentialing/Recredentialing	Beacon National Provider Service Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday
Provider Demographic Changes	All provider demographic updates should be sent via the Beacon provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Beacon can review these changes to your data. You may also contact the Beacon National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Behavioral Health Resources	https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_me
Provider Forms & Guides	https://www.anthem.com/provider/forms/?cnslocale=en_US_me
Policies (Medical and Reimbursement), Clinical Guidelines and Manuals	https://www.anthem.com/provider/policies/?cnslocale=en_US_me
Claims Submission	https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_me
Provider Experience Associate	NetworkIntegration.ME@beaconhealthoptions.com