

Quick Reference Guide	
Anthem Blue Cross and Blue Shield New Hampshire 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
Anthem Member/Benefits Customer Service	Please call the number on the back of the member's ID card or use the Availity portal at www.Availity.com .
Beacon National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claims Submission	Please utilize the Availity portal, www.Availity.com .
Claims Status Inquiry	<p>Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.</p> <p>If you cannot find what you are looking for on the Availity Portal, use this link to determine the appropriate provider service center for your inquiries. https://link.zixcentral.com/u/69377228/7jR0cgkN7RG8JX34hns0Mg?u=https%3A%2F%2Fwww.anthem.com%2Fdocs%2Finline%2Fnh_CONTACT_00003.pdf</p>
Claim Issue Resolution	Please utilize the Availity portal (www.Availity.com), call the number on the back of the member's ID card or utilize the "Contact Us" link to submit a claims issue resolution.
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Prior Authorization	Please call the number on the back of the member's ID card.
Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com or call the number on the back of the member's ID card.
Credentialing/Recredentialing	Beacon's National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET.
By Phone or Email	NetworkIntegration@beaconhealthoptions.com
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.
Anthem Behavioral Health Resources	https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_nh
Anthem Forms and Guides	https://www.anthem.com/provider/forms/?cnslocale=en_US_nh
Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals	https://www.anthem.com/provider/policies/?cnslocale=en_US_nh
Provider Experience Associate	NetworkIntegration@beaconhealthoptions.com