

Quick Reference Guide Anthem Blue Cross and Blue Shield Nevada Commercial and Medicare Advantage	
Topic	Resource
<b>Provider Education Webinars</b>	<a href="https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/">https://www.beaconhealthoptions.com/providers/beacon/important-tools/webinars/</a>
<b>General Provider Training Inquiries</b>	<a href="mailto:Provider.training@beaconhealthoptions.com">Provider.training@beaconhealthoptions.com</a>
<b>Customer Service</b>	Please call the number on the back of the member's ID card.
<b>Beacon National Provider Service Line</b>	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
<b>Claims Submission</b>	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> .
<b>Claims Status Inquiry</b>	Please utilize the <a href="#">Availity portal</a> , or call the number on the back of the member's ID card.
<b>Claim Adjustment/Reconsideration</b>	<p>Step 1: <b>Utilize the chat feature within Availity.</b> Access via Payer Spaces &gt; Anthem &gt; Applications &gt; Chat with Payor</p> <p>Step 2: <b>Contact Provider Services.</b> Find the appropriate Provider Service number on the back of the member's ID card. Ask to speak to a Provider Service Supervisor/Escalation Agent.</p> <p>Step 3: Please submit through the <a href="#">Claim Action Request Form</a>. The form is available online. Go to <b>anthem.com</b>, and select <b>Providers</b>. Under the Provider Resources heading, select <b>Forms and Guides</b>. Select <b>Nevada</b> if you haven't done so already. Search for "<b>Claim Action Request</b>".</p> <p>Request should be submitted to the Adjustment Address listed on the Prefix Reference List for the appropriate Member Type. Our Prefix Reference List is posted online. Go to <b>anthem.com</b>. Select <b>Providers</b>. Under <i>Communications</i> heading, select <b>Contact Us</b>. Select <b>Your State</b>, then select <a href="#">Prefix Reference List</a>. If you have completed the steps above and the issue has not been resolved to your satisfaction, 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>
<b>Availity Help Desk (for Availity technical support)</b>	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
<b>Prior Authorization</b>	Please call the number on the back of the member's ID card.
<b>Eligibility &amp; Benefits</b>	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or call the number on the back of the member's ID card.
<b>Credentialing/Recredentialing</b>	Beacon's National Provider Service Line at 1-800-397-1630 Mon. through Fri., 8 a.m. to 8 p.m. ET.



<b>Provider Demographic Changes</b>	<p>All provider demographic updates should be sent via the Beacon provider portal and the provider's <a href="#">CAQH profile</a>. 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.</p>
<b>Anthem Behavioral Health Resources</b>	<a href="https://www.anthem.com/provider/behavioral-health/">https://www.anthem.com/provider/behavioral-health/</a>
<b>Anthem Forms and Guides</b>	<a href="https://www.anthem.com/provider/forms/">https://www.anthem.com/provider/forms/</a>
<b>Anthem Policies (Medical and Reimbursement), Clinical Guidelines, Manuals</b>	<a href="https://www.anthem.com/provider/policies/">https://www.anthem.com/provider/policies/</a>
<b>Provider Experience Associate</b>	<a href="mailto:NetworkIntegration.NV@beaconhealthoptions.com">NetworkIntegration.NV@beaconhealthoptions.com</a>