

Quick Reference Guide Anthem Blue Cross and Blue Shield and HMO Colorado, Inc. (collectively referred to as Anthem)	
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 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>Claims Issue Resolution</b>	Please utilize the <a href="#">"Contact Us"</a> link to submit a claims issue resolution.
<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>By Phone or Email</b>	<a href="mailto:NetworkIntegration@beaconhealthoptions.com">NetworkIntegration@beaconhealthoptions.com</a>
<b>Provider Demographic Changes</b>	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.
<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@beaconhealthoptions.com">NetworkIntegration@beaconhealthoptions.com</a>