

Quick Reference Guide Anthem Blue Cross and Blue Shield Virginia 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 phone number on the back of the Member 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>Claim Submission</b>	Please utilize the Availity portal at <a href="http://www.Availity.com">www.Availity.com</a> or your existing clearinghouse.
<b>Claims Status Inquiry</b>	<p>Please utilize the Availity portal at <a href="http://www.Availity.com">www.Availity.com</a>. From the Availity home page, select Claims &amp; Payments from the top navigation, then select Claims Status Inquiry 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 the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p>
<b>Claim Issue Resolution</b>	<p>There are several options to file a Claim Payment Dispute:</p> <ul style="list-style-type: none"> <li>• Online through Availity at <a href="http://www.Availity.com">www.Availity.com</a></li> <li>• Submit a claims information adjustment form from anthem.com. From the provider landing page select forms, select claim information/adjustment 151 form. Please follow the instructions on the form for completion and mailing instructions.</li> <li>• Call the Provider Services Number on the back of the Member ID card.</li> </ul> <p>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>Notification/Precertification</b>	Please use the Interactive Care Reviewer via the Availity portal at <a href="http://www.availity.com">www.availity.com</a> or call the phone number on the back of the Member ID card.



<b>Eligibility &amp; Benefits</b>	Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> . From the Availity homepage, select Patient Registration from the top navigation. Select Eligibility and Benefits Inquiry. You may also call the phone number on the back of the Member ID card.
<b>Credentialing/Recredentialing</b>	Beacon’s National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
<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>Behavioral Health Resources</b>	<a href="https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_va">https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_va</a>
<b>Provider Forms &amp; Guides</b>	<a href="https://www.anthem.com/provider/forms/?cnslocale=en_US_va">https://www.anthem.com/provider/forms/?cnslocale=en_US_va</a>
<b>Policies, Guidelines &amp; Manuals</b>	<a href="https://www.anthem.com/provider/policies/?cnslocale=en_US_va">https://www.anthem.com/provider/policies/?cnslocale=en_US_va</a>
<b>Claims Submission</b>	<a href="https://www.anthem.com/provider/claims-submission/">https://www.anthem.com/provider/claims-submission/</a>
<b>Provider Experience Associate</b>	<a href="mailto:NetworkIntegration.VA@beaconhealthoptions.com">NetworkIntegration.VA@beaconhealthoptions.com</a>