

<b>Quick Reference Guide</b> <b>Anthem Blue Cross and Blue Shield Wisconsin Commercial and Medicare Advantage</b>	
<b>Topic</b>	<b>Resource</b>
<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, 7 a.m. to 7 p.m. CT, Monday through Friday
<b>Claim Submission</b>	<p>Please utilize the Availity portal, <a href="http://www.Availity.com">www.Availity.com</a> or your existing clearinghouse.</p> <p>Mail Paper Claims to:</p> <p style="padding-left: 40px;">Anthem Blue Cross and Blue Shield P.O. Box 105187 Atlanta, GA 30348-5187</p>
<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 and then 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 you are 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</li> <li>• Mail all required documentation including the Provider Adjustment Form, to:               <p style="padding-left: 40px;">Anthem Blue Cross and Blue Shield P.O. Box 105557 Atlanta, GA 30348-5557</p> </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, utilize the chat feature in Availity, then reach out to your Provider Experience Team Member through the Beacon National Provider Service Line at 1-800-397-1630, 7 a.m. to 7 p.m. CT, Monday through Friday.</p>
<b>Availity Help Desk (for Availity technical support)</b>	Availity Client Services, 1-800-282-4548, 7 a.m. to 7 p.m. CT, Monday through Friday



<b>Notification/Precertification</b>	Please 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, 7 a.m. to 7 p.m. CT, 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 7 a.m. to 7 p.m. CT, 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_wi">https://www.anthem.com/provider/behavioral-health/?cnslocale=en_US_wi</a>
<b>Provider Forms &amp; Guides</b>	<a href="https://www.anthem.com/provider/forms/?cnslocale=en_US_wi">https://www.anthem.com/provider/forms/?cnslocale=en_US_wi</a>
<b>Policies, Guidelines &amp; Manuals</b>	<a href="https://www.anthem.com/provider/policies/?cnslocale=en_US_wi">https://www.anthem.com/provider/policies/?cnslocale=en_US_wi</a>
<b>Claims Submission</b>	<a href="https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_wi">https://www.anthem.com/provider/claims-submission/?cnslocale=en_US_wi</a>
<b>Provider Experience Associate</b>	<a href="mailto:NetworkIntegration.WI@beaconhealthoptions.com">NetworkIntegration.WI@beaconhealthoptions.com</a>