

Affordable Care Act
Health Exchange Reference Guide
Updates will be added as information is obtained

Health Plan	Blue Shield	Anthem Blue Cross
Product	EPO (Contract/credentialing required for payment)	PPO
Contract Administration	Direct with Blue Shield	Direct with Anthem
Provider Services Contact	<p>Provider Services Liaison Unit: Call for questions about:</p> <ul style="list-style-type: none"> • Provider network inquiries and applications • Address, phone, fax and practice changes • Group additions/deletions • Credentialing • Provider Directory Updates • Provider Education • Contractual Educations • PPO Related Requests <p>Ph: (800) 258-3091 Fax: (916) 350-8860 Mon-Fri: 9am to 12pm and 1pm to 4pm</p>	<p>Provider Engagement & Contracting – California Network Relations: Contracting support for Participating Physicians, Hospitals, Primary Medical Groups and Ancillary Providers and Physicians who are interested in joining our network.</p> <p>All inquiries, email to: networkrelations@wellpoint.com for tracking and assignment.</p>
Provider Portal	<p>https://www.blueshieldca.com/provider/home.sp Public access limited and may not be current. *Most current information requires registration for a login account.</p> <p>Portal provides information on member eligibility, authorization requirements and forms, and guidance on drugs and pharmacy, guidelines and standards, provider manuals, patient care resources, and patient reviews</p>	<p>Provider Access® Web Site: Available until April 2014 https://provider2anthem.com/wps/portal/ebpmvbcc</p> <p>Technical support for utilizing portal tools, password resets, issues accessing the portal, support for ProviderAccess® registration and Account Administrator changes: provideraccess.pins@wellpoint.com</p> <p>(866) 755-2680 M-F 5am to 5pm PST Or <u>Availity Health Information Network</u> 1-800-AVAILITY / www.availity.com</p> <p>Multi-Payor Provider Portal. Obtain Benefits, eligibility, claims status, links to secured messaging, radiology, cardiology and specialty pharmacy pre-certification.</p>
Website resources	<p>https://www.blueshieldca.com/fap/app/search.html Information available on website: Specialists, facilities, pharmacies, DME vendors NOTE: Select correct exchange plan (EPO) and metal tier for accurate network information</p>	<p>http://www.anthem.com/home-providers.html</p> <p>Information available on website: Provider Communications and Updates including bulletins and resources.</p>
Formulary Information	<p>Providers can submit requests for drug prior authorization by phone or fax. Faxed requests may be sent to (888) 697-8122 at any time.</p> <p>Pharmacy Services is available by phone at (800) 535-9481 during the following times:</p> <ul style="list-style-type: none"> • Commercial plans: Mon, Wed – Fri: 8:30 am to 5 pm (PST), and Tues: 8:30 am to 4 pm, excluding holidays. 	<p>Specialty Pharmacy: Medical Benefit Inquires only; Anthem UM Services.</p> <p>Phone: (866) 580-5293 M-F 8am to 5pm (PST) Or Fax: (866) 408-7195</p>

Behavioral Health	<p>https://www.magellanprovider.com/MagellanProvider/do/LoadHome</p> <p>Public access to following information:</p> <ul style="list-style-type: none">• Provider Handbook and Supplements• State and Plan Specific Information• Provider Focus (Newsletter)• Clinical Guidelines• Medical Necessity Criteria• Clinical Practice Guidelines• Outcomes Library <p>Secure portal access (requires registration for a login account):</p> <ul style="list-style-type: none">• Check claims status, member eligibility, view authorizations• Request outpatient authorizations• Submit claims online• Manage outcomes reports	
--------------------------	---	--