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<th>Service Departments</th>
<th>Contact Information</th>
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| **AIM Specialty Health**: Non-emergency diagnostic imaging procedures, radiology, cardiology, specialty pharmacy, sleep studies, Cancer Care Quality Program. | (877) 291-0360 M-F 7a.m. to 5p.m.  
AIM’s ProviderPortal is available 24 hours a day, 7 days a week via: https://providerportal.com/ |
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| Health Insurance Marketplaces a.k.a. Exchanges | Benefits, eligibility, claims: Provider: (855)-854-1438 ~ Member: 855-453-7031  
Contracting inquiries: CAContractSupport@anthem.com  
Covered California Marketplace information: http://www.coveredca.com/  
UM Pre-Authorization: (800) 274-7767 |
| Language Assistance Program | Translation of materials: Members contact (888) 254-2721  
Providers contact on members behalf: (800) 677- 6669  
Interpretation: Instruct members to contact number on back of ID card. Providers: (800) 677-6669, request to speak to an interpreter. |
| Pharmacy: Pharmacy benefit verification | Select “Member” option to verify eligibility & benefits for standard and specialty medications (800) 700-2541 M-F 8a.m. to 5p.m. PST |
| ProviderAccess®: Secure portal for proprietary information, e.g. Provider Manuals, Pricing, State Sponsored Plan Fee Schedule, ASC Grouper List, Medical Policies, Mental Health Fee Schedule, Medical Policies, Provider Forms, etc. | ProviderAccess® Web Site: https://provider2.anthem.com/wps/portal/ebpmybcc  
For ProviderAccess Account Administrator change requests, complete the ProviderAccess Account Administrator Change Form and the ProviderAccess Account Agreement and email BOTH completed forms to: provideraccess.pins@anthem.com or fax them to: (818) 234-8926 for processing. Both forms are located on the Anthem Blue Cross website at www.anthem.com/ca > select: Providers > Provider Home > Answers @ Anthem > Provider Forms.  
Anthem Web Support offers technical support for utilizing portal tools, password resets, access issues and support for ProviderAccess® registration: provideraccess.pins@anthem.com  
(866) 755-2680 M-F 5a.m. to 5p.m. PST |
| Provider Data Management: Facilitates the data maintenance of provider information for Medical Groups, Facility Providers, Physicians & Ancillary Network Providers, California Behavioral Health Network providers and Professional providers. | ProviderDatabaseAnthem@Anthem.com  
Fax: (818) 234-2836  
To notify Anthem Blue Cross of any demographic changes, physicians can submit the following forms: Physician Change Form or Institutional Change Form. Both forms are located on the Anthem Blue Cross website: www.anthem.com/ca > select: Providers > Provider Home > Answers @ Anthem > Provider Forms.  
Please refer to the service numbers on the back of the Member ID Card |
| Provider Network Education & e-Solutions: Provider Training, Seminars, Webinars, e-Courses, Communications and Job Aids. | network.education@anthem.com  
(818) 234-1016  
Fax: (818) 234-8959 |
| Senior Services Medicare Advantage Blue Cross Senior Secure (HMO) | (888) 230-7338  
M-F 5a.m. to 8p.m. PST |
| Senior Services Medicare Advantage Anthem Medicare Preferred (PPO) | (877) 811-3107 M-F 5a.m. to 8p.m. PST |
| Senior Services Medicare Supplement | (800) 333-3883 |
| Specialty Pharmacy Medical Management: Medical Benefit Inquires only. Anthem UM Services | (800) 274-7767- Option 4  
M-F 7:30a.m. to 5p.m. PST  
Fax: (866) 408-7195 |
| Third Party Administrator (TPA) Groups: The Network Leasing Arrangements listing can be found on ProviderAccess® under News & Information > Network Leasing Arrangements. | Contractual issues, allowable charges, etc. - (800) 688-3828  
Send claims to the address on the member’s ID card.  
For claims status and eligibility, call the customer service number on the back of the member’s ID card. |
| Transition Assistance & Second Opinion: Review of Continuity of Care requests for eligible New Enrollees and those effected by Network Disruption. Review of Second Opinion requests to providers outside HMO members Medical Group. | To initiate requests, call the customer service number on the back of the member’s identification card.  
(888) 486-4227  
Fax: (877) 214-1781 (To fax completed forms) |
| Utilization Management: A process to ensure the delivery of medically necessary, optimally achievable, quality patient care through appropriate utilization of resources in a cost effective and timely manner. | Anthem Blue Cross members (Local Plan): (800) 274-7767  
CalPERS: (800) 451-6780  
National: (866) 470-6244  
Fax for Local Plans, CalPERS and National: (866) 815-0839  
Specialty Pharmacy (medical benefit): (866) 580-5293  
Fax: (866) 408-7195 |
| Workers’ Compensation | AWCCustomerRelations@anthem.com  
Medical Provider Network: (866) 700-2168  
Claims: (855) 766-3719 |