

At Anthem, we make provider service our highest priority. Our mission is to improve the lives of the people we serve and the health of our communities.

If you cannot find what you are looking for on our [Online Provider Services](#) Web site, use this guide to determine the appropriate provider service center for your inquiries.

Provider Service Centers	Hours of Operation	Telephone Numbers	Member ID Number Prefixes Handled by Service Center
<b>Provider Service</b> (local Anthem plans)	8:00 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(800) 832-6011</b>	XVA, XVB, XVG, XVH, XVP
<b>New England Health Plan (NEHP)</b> and *Empire HMO plans  <i>Claim inquiries</i>	8:00 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(888) 567-1834</b>	CTN, CTP, EHF, EHG, EHH, EHJ, MEN, MEP, MTN, MTP, NHN, NHP
<i>Eligibility and benefits</i>	8:00 a.m. - 5:00 p.m., Monday - Friday	<b>(800) 676-BLUE (2583)</b>	*Empire prefixes - BJY, YLF, YLL, YLQ
<b>Tri-state</b> Anthem plans in Connecticut, Maine and New Hampshire utilize the same membership and claims systems, therefore, inquiries for Connecticut and New Hampshire members are considered local or 'tri-state' inquiries. Please contact the following numbers for the specified prefixes.			
<b>Anthem Connecticut</b> (tri-state)			XG**, ATM, CKC, HJB, INF, LBG, LGI, LOS, MCK, MGG, OTW, PHT, TLD, TUV, URI, URR
Professional	8:00 a.m. - 5:00 p.m. Monday - Friday (IVR available 24/7)	<b>(800) 922-3242</b>	**third alpha character will vary
Institutional	8:00 a.m. - 5:00 p.m. Monday - Friday (IVR available 24/7)	<b>(800) 345-2227</b>	
<b>Anthem New Hampshire</b> (tri-state)	8:00 a.m. - 5:00 p.m. Monday – Friday (IVR available 24/7)	<b>(800) 332-6558</b>	YGA, YGC, YGF, YGG, YGK, YGM
<b>BlueCard® Service Center</b> <i>Claim inquiries</i>	8:30 a.m. - 5:00 p.m., Monday - Friday (IVR available 24/7)	<b>(877) 795-1881</b>	All prefixes not listed elsewhere in this grid
<i>Eligibility and benefits</i>	8:00 a.m. - 5:00 p.m., Monday - Friday	<b>(800) 676-BLUE (2583)</b>	

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<b>Federal Employee Program® (FEP)</b>	Monday - Wednesday, Friday - 8:00 a.m. - 5:30 p.m. Thursday - 9:00 a.m. - 5:30 p.m. (IVR available 24/7)	<b>(800) 722-0203</b>	R (followed by 8 digits)
<b>Medicare Advantage SmartValue</b> (private fee for service (PFFS)) plans	8:00 a.m. - 8:00 p.m. Monday - Friday	<b>(866) 364-2374</b>	JQQ, JWI, VZI, XDV***, XFQ, XGA, XKB, XPI, XTI, XVD, YFE, YGB, YLI, YRF, YRI, YTL ***Note: Prefix XDV was replaced as of Jan 1, 2008.
<b>Medicare Advantage</b> other HMO and PPO plans throughout the United States #Medicare Advantage (MSA) plans - no longer offered	varies	see member's ID card	JQV#, JWJ#, VXA#, VZJ#, XDG, XDK, XDT, XFU, Xfv#, XGD#, XKD#, XPJ#, XTJ#, XVE#, YFQ#, YGD#, YLO#, YLQ, YLR, YLV, YRA, YRE, YRJ#, YTN#
<b>MediBlue<sup>SM</sup> HMO</b>	8:00 a.m. - 8:00 p.m. Monday - Friday	<b>(866) 673-4157</b>	XGH
<b>Taft-Hartley / Teamsters</b>	8:00 a.m. - 5:00 p.m. Monday - Friday	<b>(888) 287-0032</b>	CCU, ELH, IUP, NEF, NEH, PSH, PTH, SVL, TLH, TSJ, NIW, CWV, IRU, IUB, EWU

<b>Technical Support</b>	
<b>Anthem Online Provider Services (AOPS)</b> <ul style="list-style-type: none"> <li>• Online Provider Services password changes or requests</li> <li>• Online Provider Services navigation questions</li> </ul>	<b>(866) 755-2680</b>
<b>EDI (Electronic Data Interchange)</b> <ul style="list-style-type: none"> <li>• Enrollment or testing for EDI services</li> <li>• Transmission or connection support for EDI services</li> </ul>	<b>(800) 334-8262 or (207) 822-8385</b>

<b>Network Relations Consultants (professional, facility and behavioral health)</b>	<b>Fax: (207) 822-7726</b>
<ul style="list-style-type: none"> <li>• Orientation for managed care and traditional products</li> <li>• Training and re-education for providers and their staffs</li> <li>• Requests for application for participation</li> <li>• Interpretation and application of contract terms</li> <li>• Resolution of non-routine inquiries that cannot be resolved by Provider Service</li> </ul>	

Mary Bernaiche	(207) 822-7731
Cathy Conroy	(207) 822-7164
Robert Dow	(207) 822-8592
Rebecca Genest	(207) 561-2260
Judy Largay	(207) 822-7595
Cindy Meserve	(207) 822-7581
Eileen Nunley	(207) 822-7429
Denise Pulcifur	(207) 822-7334
Torrie Tardiff	(207) 561-2255
Visit <b>anthem.com</b> for a list of Network Relations Consultant territories for all Maine towns.	

Provider Credentialing	
Credentialing/recredentialing for medical professionals	(800) 832-6011
Status of application for participation in managed care network	(800) 832-6011

Care Management	(800) 392-1016 (8:00 am – 5:00 pm)
Press 1 for:	Managed care out-of-network referrals Pre-admission certification Second surgical opinion
Press 2 for:	Anthem Behavioral Health
Press 3 for:	Prenatal program
Press 4 for:	Transplant services
Press 5 for:	FEP medical management
Case Management	(800) 231-2398
BlueCard	(800) 676-BLUE (2583) (ask to be transferred to utilization review)

Federal Employee Program Medical Management	
Precertification (acute inpatient admissions, concurrent review and outpatient cardiac rehabilitation)	(800) 392-1016 (option 5) (800) 860-2156 Fax: (800) 732-8318
Case management	(800) 711-2225 or fax to (800) 732-8318
Transplant prior approval (except bone marrow)	(800) 824-0581
Bone marrow transplant	(800) 225-2268

Behavioral Health Services (clinical authorization)	
Anthem Behavioral Health (Anthem Blue Cross and Blue Shield and FEP members)	(800) 755-0851, (800) 392-1016 (option 2)
Behavioral HealthCare Program (MaineHealth enrollees)	(800) 538-9698