

Important phone numbers and websites:

Anthem Customer Service
or anthem.com

Anthem Precertification
1-877-814-4803

BlueCard® Customer Service
(to locate a provider while traveling)
1-800-810-BLUE or anthem.com

Anthem Behavioral Services
(mental health and substance
abuse administrator)
1-800-788-4003

Welcome Anthem member:

Thank you for choosing Anthem Blue Cross and Blue Shield (Anthem). We're glad selected Anthem, and we think you'll be glad, too. We want you to understand your benefits, so you can get the most from them. That's why we are providing the following information.

This letter is important. It serves as confirmation of coverage until your official Anthem membership packet and ID card arrive. We suggest you keep this letter with you. You will need it to know how to access care. After your membership packet arrives, you may use it as a quick reference along with your other membership materials. This letter includes frequently asked questions that provide more details about accessing care.

You are enrolled in Anthem's Blue AccessSM product. This is a preferred provider organization (PPO) benefit plan featuring access to some of the area's best physicians. Anthem wants to help you get the most from your benefits from your first day of coverage, so we're including some important information below.

- Your coverage begins
- Your group number is
- When using this welcome letter, please use the Prefix along with your Social Security or unique ID number.
- If you need services or need to call Anthem Customer Service, reference your group name and group number until you receive your new permanent ID card. If your provider has questions regarding the filing of your claim without an ID number, please have them contact Customer Service.
- Your office visit copay is **\$25/\$40**
- Your emergency room copay is **\$150**
- As a Blue Access member, you may pay less out of your pocket when you use network physicians. Some services may be covered at a lower level or not at all if you don't use a network provider or do not receive Anthem's prior approval (precertification).

The phone numbers listed here are activated once your membership information is in the system. Until then, we hope this letter helps you understand how to use your benefits.

Sincerely,

Answers to frequently asked questions

Please send claims to:

Medical

Anthem Blue Cross and Blue Shield
Claims Department
P.O. Box 37010
Louisville, KY 40233-7010

How do I begin using my benefits?

Take this letter with you when you visit your provider. Your provider will file claims and arrange any necessary precertification. If you see a nonparticipating provider, you may be responsible for filing claims and arranging precertification. Your benefits may also be reduced and some services may not be covered.

What is BlueCard®?

No matter where life takes you, your health coverage goes with you. And the BlueCard® program makes it easy to access providers throughout the country.

What if I already see, or need to see, a mental health or substance abuse professional?

Call Anthem Behavioral Services immediately. They are available 24 hours every day. If your call is urgent, a professionally trained clinical care manager will arrange appropriate crisis care for you. If your call is not urgent, a Customer Service representative can refer you to a provider near you, answer questions about your mental health and substance abuse benefits, verify whether your current caregiver or facility is in the network and advise you how to ensure continued care.