

# Quick contact guide (QCG)

## Availity Essentials

Log in to <https://Availity.com> for:

- Authorization and referrals
- Live Chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Carelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Provider Data Management (PDM)
- Remittance advice

### Availity Client Services

(<https://Availity.com/customer-support>)

provides customer support for Availity Essentials users.

## Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials

### Provider data management and roster upload

If you are already in our network and need to update your demographic data, such as address or telephone number, or if you need to remove a practitioner from your practice, use the provider data management application in Availity Essentials. Log in to <https://Availity.com> > My Providers > Provider Data Management to begin the attestation and/or Roster Upload.

### Provider education and training

Our dynamic online **Learning Hub (on24.com)** has training courses, on-demand webinar replays, demonstration videos, and more.

### Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network or add a provider to your contracted group, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.

## Service departments

### Audit vendors

Refer to the letter the audit vendor sent for their contact information.

### Carelon Medical Benefits Management:

- Phone: **888-730-2817**
- Web help desk: **800-252-2021**

### Dental provider services

<https://www.provider.wellpoint.com/arizona-provider/benefits/benefits-and-pharmacy>

under Dental services- Liberty Dental

<https://client.libertydentalplan.com/anthem/Index>

### Healthcare networks

Wellpoint Provider Services Contact Us

### IRS Form 1099 requests

Email [1099dept@wellpoint.com](mailto:1099dept@wellpoint.com) or call **888-246-4893**.

### Peer-to-peer review

**888-870-9342**

### Pharmacy

<https://www.provider.wellpoint.com/arizona-provider/benefits/benefits-and-pharmacy>

Please refer to the formulary when prescribing for Wellpoint Medicare Advantage members. Though most medications on the formulary are covered without prior authorization (PA), a few agents will require you to obtain an authorization. For Medicare Advantage Part B, contact the Provider Services department at **866-805-4589, option 5**, from 8 a.m. to 8 p.m. local time, Monday through Friday. For Medicare Advantage Part D, call the CarelonRx pharmacy services phone number on the back of the member ID card.

### Prior Authorization

Log in to <https://Availity.com> and select **Authorizations and Referrals**.

### Provider Manual:

**Wellpoint Provider Manual**

### Provider resources

Wellpoint website: <https://provider.wellpoint.com/az>

### Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Availity.com>. The tool enables real-time, online conversations with us.

### Wellpoint Medical Policies

Medical Policies and Clinical UM Guidelines

### Vision Provider Services

<https://www.provider.wellpoint.com/arizona-provider/benefits/benefits-and-pharmacy> under Vision services- UniView Vision Insight

## Product table

**Reminder:** Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Preapproval Case Management (CM)
<b>Medicare Advantage</b>						
Wellpoint Medicare Advantage (HMO-POS)	<b>866-805-4589</b>	Eligibility, benefits, claim status, claim appeals, links to secure messaging and remits	Wellpoint P.O. Box 61010 Virginia Beach, VA 23466-1010	Medicare Complaints, Appeals and Grievances (MCAG) Attention: Medical Necessity Provider Appeals Mailstop: OH0205-A537 4361 Irwin Simpson Road Mason, Ohio 45040	<b>866-805-4589</b>	<b>PA: <a href="https://www.provider.wellpoint.com/arizona-provider/resources/prior-authorization-requirements">https://www.provider.wellpoint.com/arizona-provider/resources/prior-authorization-requirements</a></b>  <b>Additional Information: Wellpoint Provider Manual</b>

<https://provider.wellpoint.com/az>

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Coverage provided by Wellpoint Insurance Company..

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