



**Important Contact Information
Rural Medi-Cal Expansion Counties**

The contact information given below is listed by department or inquiry, with phone, fax, mailing addresses and website, as appropriate. Hours of availability are Monday through Friday, 8 a.m. to 5 p.m., Pacific, unless otherwise noted.

Customer Care Center

Voice (*Outside L.A County*):**800-407-4627 / 888-757-6034** (TTY)
Monday-Friday 7am-7pm
Call 24/7 Nurseline for after-hours services including but not limited to member eligibility verification.

Regional Health Plan

Central Region Health Plan

Voice:..... **877-811-3113**

Northern Region Health Plan

Voice:..... **888-252-6331**

Medi-Cal Contracting

Voice:..... **877-496-0045**

Fax:..... **888-438-6811**

E-mail:.....**ssb_contract_request@wellpoint.com**

Behavioral Health Inquires

E-mail:.....**bhnetworks@wellpoint.com**

24/7 Nurseline

Voice: **800-224-0336 / 800-368-4424** (TTY)

24 hours a day/7 days a week

Utilization Management

Voice:..... **888-831-2246 (option 3)**

Monday-Friday 7:00 a.m. to 5:00 p.m.

Fax: **800-754-4708**

Fax (Inpatient and Outpatient Services): **866-333-4826**

Fax (Urgent Discharge): **805-713-0845**

Access to Care

Voice:..... **888-831-2246 (option 2)**

Behavioral Health Utilization Management

Voice:..... **888-831-2246 (option 1)**

Fax: **855-473-7902**

Monday-Friday 7am-5pm

Case Management

Voice: **888-334-0870**

Fax: **866-333-4827**

Availity

Voice: **800-282-4548**

Website: **www.availity.com**

www.anthem.com/ca

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Mailing Address

Anthem Blue Cross
P.O. Box 60007
Los Angeles, CA 90060-0007

Claim Submission Electronic

Electronic Data Interchanges (EDI) Services

Voice: 800-227-3983

(Monday through Friday: 8:00 a.m. to 4:30 p.m.)

E-mail:ent.edi.support@anthem.com

Grievances and Appeals Mailing Address

Attn: Grievance and Appeals Department
Anthem Blue Cross
P.O. Box 60007
Los Angeles, CA. 90060-0007

Interpreter Services and Members with Hearing Loss

Voice: 800-407-4627 / 800-368-4424 (TTY)

E-mail: (For Face-to-Face Interpreter Requests) ssp.interpret@wellpoint.com

Call 24/7 NurseLine for after-hours services

Pharmacy

Customer Service 800-227-3032

Monday-Friday 5:00 a.m. to 10:00 p.m.

Saturday/Sunday 6:00 a.m. to 3:00 p.m.

Express Scripts Prior Authorization..... 866-302-7166

Monday-Friday 7:00 a.m.-7:00 p.m.

Fax: 866-302-7167

Telehealth

Voice (with after-hours voice mail): 866-855-2271

Website: www.anthem.com/ca/telemedicine

Transportation

Voice: 877-931-4755

Supporting Resources Links

Website: www.anthem.com/ca

Provider Manual:

To access the Provider Manual, please follow these websteps:

1. Go to **www.anthem.com/ca**
2. Select **OTHER ABC WEBSITES: Providers**
3. Select **Learn More: State Sponsored Plans**
4. Under **Provider Communications**, select **Provider Manuals and Important Updates**