

Our approach

At Anthem Blue Cross, our approach to treatments and services for all members is planned in collaboration with the family and all organizations involved in the member's life. We aim to provide a comprehensive system of care that is community-based and promotes positive healthy outcomes for adults, children, adolescents and their families. We embrace the practice of family-driven, culturally and linguistically competent care and utilizing evidence-based or best practice subscribed services and supports. Anthem always strives to use the least restrictive and least intrusive services that are condition-appropriate and cost-efficient.

Precertification and notification requirements summary

To find out if a service requires precertification, please visit our provider self-service site and use our Precertification Lookup Tool to search services by code:

- Psychological testing when clinically indicated to evaluate a mental health condition
- Outpatient laboratory, medications, supplies and supplements

Specialty behavioral health services, including but not limited to inpatient services, partial hospital, intensive outpatient and psychosocial rehabilitation services previously provided to existing members by County Mental Health Plans will continue to be available through the County Mental Health Plans.

New and existing members may also receive substance use disorder services from their local county alcohol and other drug programs and Health Services.

Contact information for individual county Mental Health Departments is located on the state Department of Health Care Services website:
www.dhcs.ca.gov/individuals/Pages/MHPContactList.aspx

Key contact information

- Behavioral Health Network Management Provider Relations
BHNetworks@wellpoint.com
- Care Coordination
Phone: **1-888-831-2246** Option one; then Option two
- Precertification:
Phone: **1-888-831-2246** Option one; then Option two
Fax: **1-855-473-7902**
Email:
medi-calbh@anthem.com
- 24/7 Nurse Line:
1-800- 224-0336
- Pharmacy services: Express Scripts: **1-800-824-0898**

Additional provider resources

- Anthem Provider website:
www.anthem.com/ca >Providers
- Electronic Claims Submission (EDI) Phone: **1-800 470-9630**
Hours: 8 a.m. - 4:30 p.m. PT (Monday – Friday)
Email:
edi.ent.support@anthem.com

Authorization requirements and exceptions

- Precertification is not required for individual or group outpatient psychotherapy sessions provided by a contracted behavioral health provider.
- Applied behavioral analysis (ABA/BHT) services and Psychological Testing do require precertification.
- Visits may be subject to review retrospectively. Medical necessity reviews will be conducted by Anthem.

Coordination of care

Anthem will directly coordinate the following substance use disorder services through individual county drug and alcohol programs:

- Voluntary inpatient detoxification
- Outpatient drug free services
- Narcotic treatment services

www.anthem.com/ca

Medi-Cal Behavioral Health Services Quick Reference Guide

Claim submission guidelines

- Claims are to be submitted on the most current CMS 1500 claim form
- Correct and current rendering practitioner information, including National Provider Identifier (NPI) and Tax ID Number (TIN) must be entered on all claims
- Correct and current member information, including the Anthem Member ID, must be entered on all claims
- Original claims must be submitted to Anthem within 180 calendar days from the date services were rendered
- For claims questions/issues please contact:
Anthem Customer Care Center at **1-800-407-4627** (outside L.A. County), or **1-888-285-7801** (inside L.A. County)
Monday through Friday from 7 a.m. to 7 p.m.

Behavioral health claims

Paper behavioral health claims can be submitted to the following address:

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

Electronic claims can be submitted using Electronic Data Interchange (EDI). Anthem encourages electronic claims submission through:

- Availity: Payer ID 47198
- Blue Exchange

Member eligibility

Provider may check member eligibility by:

- Contacting Customer Service at **1-800-407-4627** (outside L.A. County) or **1-888-285-7801** (inside L.A. County)
TTY: **1-888-757-6034**
- Availity at www.availity.com
- Contacting the Medi-Cal Service Center at **1-800-541-5555**

Emergency services

Behavioral health emergency services are recommended for members experiencing acute crises resulting from a mental illness.

In the event of a behavioral health and/or substance abuse emergency, the safety of the member and others is paramount. Instruct the member to seek immediate attention at the nearest emergency room or by calling 911.

Care coordination services

The goal of Care Coordination services is to support the Medi-Cal population through coordination with state agencies, County Mental Health Plans, primary care physicians and associated providers, wrap around services and other community based programs to improve members' health outcomes. The objectives of Care Coordination include:

- Ensuring that members receive their medical, trauma, dental and any associated follow-up care on a timely basis within contractual guidelines.
- Enhance medical and behavioral health services and reducing unnecessary and costly institutionalizations, hospitalizations and emergency room visits by providing:
 - Comprehensive case management
 - Care coordination
 - Health promotion
 - Disease management
 - Comprehensive transitional care/follow-up
 - Patient and family support
 - Referral to community and social support services