

Web Sites and Important Phone Numbers

Anthem Web Site: www.anthem.com

Visit our web site to review important information about Anthem benefit plans and services, including:

- network hospitals and physicians
- how to refill prescriptions online, use the mail service pharmacy, or which drugs are on the Anthem Formulary
- Complementary BlueSM discounts on natural vitamins and supplements, healing recipes and details over 80 alternative treatments and therapies
- Anthem Advantage discounts on health-related products and services
- and other valuable links to health information

BlueCard[®] Web Site: www.bcbs.com/healthtravel/finder

Visit the BlueCard web site to review the current list of out-of-state providers who contract with the local Blue Cross and Blue Shield Plan in that state.

If you use these providers, you are covered at the same level as with Anthem network doctors. The physician must file your claim with the local Blue Cross and Blue Shield Plan, and they should also include your health plan identification number and your social security number.

Please remember that any applicable precertification must be obtained to receive network level benefits from out-of-state health care providers who do not participate in the Anthem PPO network.

Magellan Mental Health Services, Inc.

Magellan administers Anthem's mental health and substance abuse care benefits. Professionals there are specially trained to handle referrals and coordinate care for mental health and substance abuse. Call 1 (800) 788-4003 for:

- referrals to mental health and substance abuse treatment providers
- general information about mental health and substance abuse benefits and treatment
- emergency and urgent care information and assistance

Professionals are available 24 hours a day, seven days a week.

Customer Service – 1 (800) 542-2623

BlueCard[®] Customer Service –
1 (800) 810-2583

**Anthem Prescription Pharmacy
Help Desk** – 1 (800) 662-0210

**Anthem Rx Direct (mail service
pharmacy) Customer Service** –
1 (800) 962-8192

Precertification – 1 (800) 752-1182

Magellan Health Services –
1 (800) 788-4003 (24 hrs/day)