

## **Anthem launches additional changes to anthem.com**

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Exciting new changes are on the horizon for the public provider site at anthem.com. These next wave of updates include:

- A new Contact Us page that gives providers easy access to important contact information
- A redesigned Medicare Advantage page with an improved, effortless user experience
- Clear and easy access to training and education materials through a new Training and Education page
- A new Enhanced Personal Health Care (EPHC) page that provides a more prominent and easier access to information that communicates Anthem's role in transforming health care. (EPHC is a program designed to advance and support a patient-centered approach to care delivery.)

Below is a preview of the new Contact Us and Medicare Advantage page:



## Contact Us

Looking for help? Need to mail us a form? The resources below will direct you to the right place. For eligibility-related questions, call the number on the back of the member's ID card or dial (800) 676-BLUE (2583).

[Escalation Contact List](#)

[Prefix Reference List](#)

## Additional Support

Get the support you need so you can focus on providing patient care. Below you will find contact information for our most commonly accessed services. For assistance with Anthem.com website issues, please call us at (866) 755-2680.



### Avelity Support

For questions related to Avelity, contact the Avelity support team at (800) 282-4548 or submit a ticket online.

[Go to Avelity >](#)



### EDI Support

You can contact the Electronic Data Interchange help desk at (800) 470-9630 or send an email for assistance.

[Email EDI Support >](#)



### AIM Support

Get convenient online service through ProviderPortal, or call AIM Specialty Health for support at (800) 554-0580.

[Access ProviderPortal >](#)

## Provider Maintenance Form

Use the Provider Maintenance Form to submit changes or additions to your information. If you are unsure which form to complete, please reach out to your Provider Contract Specialist for assistance.

[View the Provider Maintenance Form >](#)

Information for

Change State



## Medicare Advantage Providers

<Brand> offers a variety of Medicare plans to support member needs. We also support our providers through access to information about our plans and member benefits, news and updates, training materials and guides, and other helpful resources.

## Plans & Benefits

Below you will find evidence of coverage (EOC) and summary of benefits (SOB) documents for our Individual [Medicare Advantage products](#). If the product you are searching for is not in the lists below, please call the number on the back of the member's ID card.

2019

2018

Anthem MediBlue Plus (HMO)



URL: <https://providernews.anthem.com/colorado/article/anthem-launches-additional-changes-to-anthemcom-3>

**Featured In:**

October 2019 Anthem Provider News and Important Updates - Colorado, October 2019 Anthem Provider News and Important Updates - Nevada

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