

Escalation process documents available on anthem.com

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Our Escalation Process documents outline the appropriate steps that must be taken prior to escalating claim issues to your Provider Relations Representative. All inquiries related to claims payment must be directed to the Provider Service Call Center first. Network Relations is not able to accept claim inquiries that have not been discussed with the Provider Service Call Center. Below are the links to the documents on our website for each provider type.

Please review the appropriate document in its entirety and follow the steps listed prior to escalating issues to Provider Relations.

- [Provider Resources - Professional CMS 1500](#)
- [Provider Resources - Facility UB](#)
- [Provider Resources - Behavioral Health](#)

URL: <https://providernews.anthem.com/new-hampshire/article/escalation-process-documents-available-on-anthemcom>

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