

Medicare Advantage Group Retiree member eligibility, alpha prefix FAQs

Published: Dec 1, 2020 - State & Federal / Medicare

How do I check eligibility and benefits for these members?

- **Online:** Eligibility, benefits, claims, links to secure messaging, commonly used forms and remit information are all available through the Availity* Portal at <https://www.availity.com>. For questions on access and registration, call Availity Client Services at 1-800-AVAILITY (800-282-4548). Availity Client Services is available Monday through Friday, 8:00 a.m. to 7:00 p.m. ET (excluding holidays) to answer your registration questions.
- **Phone:** Call the Provider Service number on the back of the member's ID card. You may also verify a member's eligibility by calling the BlueCard Eligibility Line at 1-800-676-BLUE (2583) and providing the member's three-digit alpha prefix located on the ID card.

As new members enroll in Anthem's Group Retiree Medicare Advantage plans, they will receive new ID cards. Additionally, existing members may receive new ID cards as a result of benefit changes. Please continue to check member ID cards to ensure you have the most up-to-date eligibility and benefit information.

Please note that we are experiencing a high volume of changes for an effective date of January 1, 2021, and some of the changes will affect member prefix, member ID or benefits. Because of this, we encourage providers to request a copy of the member's ID card, particularly at the beginning of the year when members may have new ID cards.

What are the alpha prefixes for Group Retiree Medicare Advantage PPO members?

- AFJ
- CBH
- MEW, MBL
- VAY, VGD

- WSP, WZV
- XLU, XNS
- YVK, YGZ
- ZDX, ZMX, ZVR, ZVZ

ABSCRNU-0183-20

URL: <https://providernews.anthem.com/connecticut/article/medicare-advantage-group-retiree-member-eligibility-alpha-prefix-faqs>

Featured In:

December 2020 Anthem Connecticut Provider News, December 2020 Anthem Maine Provider News, December 2020 Anthem New Hampshire Provider News

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
