

Provider claim questions/issue resolution process flow for Colorado -- Medicare members

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We've created a document to outline the process flow for provider questions related to claims. This document will teach providers about:

- Resources available for claims questions/issue resolution.
- The steps to access those resources.
- The best time to contact the different teams and resources.
- Process flow to help better understand when different resources are used to help expedite claims related questions or resolve issues.

The provider claim questions/issue resolution process flow can be found online at **Anthem.com > Providers > under the *Provider Resources* heading, select **Forms and Guides > under *Guides* heading, [Provider claim questions/issue resolution process flow for Medicare members](#).****

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URL: <https://providernews.anthem.com/colorado/article/provider-claim-questionsissue-resolution-process-flow-for-colorado-medicare-members>

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July 2020 Anthem Provider News and Important Updates -- Colorado, September Working with Anthem webinar: Provider Claim Questions/Issue Resolution Process Flow - Colorado

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