

# FAQ

## ANTHEM OF CO

### Carrier Contact Information

**Membership Services:**  
(800) 922-4770

**Membership Fax:**  
(855) 750-2227

**Dental Services:**  
(844) 729-1565

**Vision Services:**  
(866) 723-0515

**Life Claims:**  
(800) 813-5682

**Pharmacy Retail:**  
(800) 700-2533

**Rx Bin:**  
020099

**Rx PCN:**  
IS

**Rx Group:**  
WLEA

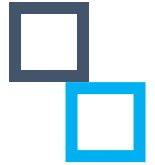
### Full Anthem Portfolio ID Alpha Prefix:

PPO – VAD  
Pathway EPO/PPO – PWL  
Pathway Essentials EPO/PPO – F6R  
Mountain Enhanced – VAK

Colorado Option Plans:  
Pathway EPO/PPO – F6W  
Pathway Essentials EPO/PPO – F6P  
Mountain Enhanced – R8P

## EMPLOYER

### Important Information to Get You Started



#### Create your online account:

Go to [www.anthem.com](http://www.anthem.com) to register on EmployerAccess. From the menu, select “Employers”, click “Register Now” and follow the prompts. Need assistance? Call 866-755-2680, or email [employeraccesssupport@anthem.com](mailto:employeraccesssupport@anthem.com).

Once you register, you can securely log in 24/7 to:

- Manage member enrollments and terminations
- View your invoice
- Make one-time payments or set up automatic payments
- Order member ID cards
- Reference library of forms, administrator guides, and employer tax resources

#### Billing statements:

The first bill will generate automatically upon completion of group implementation. Future bills generate the first business day of the month for the following month. The binder check may not reflect on the first bill.

#### For your employees

We encourage you to let your employees know to register on [www.anthem.com](http://www.anthem.com). From the menu, under “Support”, click Registration” and follow the prompts. They can find a wealth of information about their coverage and helpful wellness resources.

If a member needs medical services prior to receiving their member number, the following will apply:

- Providers may call 855-854-1438 to verify eligibility and benefits. \*Enrollment in carriers system must be completed otherwise member can pay for service and submit a claim for reimbursement.
- Provider may be willing to hold off on billing to avoid having to reprocess the claim.

Recommend refilling maintenance prescriptions prior to the end date of the existing coverage. If a refill is required prior to receiving their ID cards, they may be required to pay out of pocket and submit a claim for reimbursement.

The pharmacy may be willing to dispense just enough medication to hold over until the new ID number is generated.

#### Helpful Resources

[Administrative Guide](#)

[Medical Claim Form](#)

[Prescription Claim Form](#)

[Mail Order Rx Form](#)

[Embedded EAP](#)

[Usage Agreement for Employer Access](#)