

**ANTHEM BLUE CROSS AND BLUE SHIELD KENTUCKY  
Administrative Service Directory**

PRODUCT/GROUP	PREFIX	PROVIDER INQUIRY	PRECERTIFICATION	MISCELLANEOUS
Anthem Blue Access (PPO) Anthem Blue Preferred (HMO) Anthem Traditional Anthem Medicare Supplement	YRP YRN YRJ XTA YRG YRM YRT YRB YRY YRR	888-650-4133	877-814-4803	OON Referrals - 800-568-0075
Anthem Dental KY		888-209-7854	800-627-0004	
Anthem Medicare Advantage Individual Business	XTH VOP XTG XPS	855-690-7795 800-467-1199 855-558-1439	866-797-9884	Fax 866-959-1537 for Acute Fax 877-423-9972 for SNF, LTAC & Inpatient Rehab
Anthem Medicare Advantage Group Business	JQF JWM VZM VZP WGK WSP XDK XDT XGH XGK XKJ XVJ XVL YRA YRE YRS YCG YGJ YGS YLR YLV YRU	800-676-2583	866-797-9884	Fax 866-959-1537 for Acute Fax 877-423-9972 for SNF, LTAC & Inpatient Rehab
Anthem IN Medicaid /Hoosier Health Wise	YRH	866-408-6131	866-408-7187	
Anthem Kentucky Medicaid	XTF	855-661-2028	855-661-2028	
American Imaging Management				800-554-0580
Blue Card Program		866-594-0521		800-676-2583 Eligibility & Benefits
EDI Helpdesk		800-470-9630		
Pathway/Pathway X Kentucky Exchange Individual (PPO) Exchange Small Group (PPO) Exchange Individual HMO	XTD XTC XVK XTB XTE XTK XTJ XTI XTN	855-854-1438 855-854-1438 855-854-1438	877-814-4803 877-814-4803 877-814-4803	Behavioral Health 800-788-4003 Behavioral Health 800-788-4003 Behavioral Health 800-788-4003
Pathway/Pathway X Indiana Exchange Individual (HMO/POS)	XPD XPE XPH XPU XPV	855-854-1438	877-814-4803	Behavioral Health 855-854-1438
Indiana Small Group (HMO) Indiana Small Group (PPO)	XPB XPC XPR XPW XPA	855-854-1438 855-854-1438	877-814-4803 877-814-4803	Behavioral Health 855-854-1438 Behavioral Health 855-854-1438
Federal Employee Program	R	800-456-3967	800-860-2156	
Healthy Indiana Plan (HIP)	YRK	800-345-4344	866-398-1922	Eligibility & Benefits 800-553-2019
Kentucky State Group (KEHP)	KYH	844-402-KEHP	844-402-KEHP	Behavioral Health 855-873-4931
e-Solutions Center Helpdesk				866-755-2680

Claims	Correspondence/Medical Records/Prov Adjust Forms	Non-UM Appeals	Medicare Advantage Grievance & Appeals	Federal Employee Program Claims & Correspondence
Anthem Blue Cross Blue Shield PO Box 105187 Atlanta GA 30348-5187	Anthem Blue Cross Blue Shield PO Box 105557 Atlanta GA 30348-5557	Anthem Blue Cross Blue Shield PO Box 105568 Atlanta GA 30347	Anthem Blue Cross Blue Shield Mail Point OH0205-A537 4361 Irwin Simpson Rd Mason OH 45040	Anthem Blue Cross Blue Shield PO Box 105557 Atlanta GA 30348-5557

Anthem KY Medicaid	UM Appeals	Federal Employee Program Grievance & Appeals
Anthem Blue Cross Blue Shield PO Box 61010 Virginia Beach VA 23466-1010	Anthem Blue Cross Blue Shield PO Box 105662 Atlanta GA 30348	Anthem Blue Cross Blue Shield 1351 William Howard Taft Cincinnati OH 45206