Anthem

Frequently Asked Questions

Q: When/how will I get information regarding the contact numbers and hours for Anthem?

A: Anthem Blue Cross and Blue Shield's (Anthem) customer service hours are Monday – Friday, 8am – 8pm EST. The phone number is 1-866-309-4315.

Q: Can I use my old ID card?

A: No, you will receive new cards. Your member number and customer service numbers are different for this enrollment; therefore, you want to use your new ID card that you will receive in December.

Q: When will I receive the new ID cards?

A: ID cards will be received prior to January 1, 2010. It may be helpful to not schedule any elective doctor visits within the first couple of weeks in January, to allow for time to receive your ID card. Your provider will be able to call Anthem at 1-866-309-4315 to verify your membership if you need to visit the doctor prior to receiving you membership card Of course, your information will be in Anthem's membership system to allow the provider to call for eligibility.

Q: Can I print a temporary ID card?

A: Yes, logon to www.anthem.com and register for "MyAnthem" for this self-service tool. In addition, providers will be able to contact Anthem at 1-866-309-4315 to verify eligibility beginning January 1st, 2010. Members should keep this customer service number with them to go to the doctor's office. The provider will need the customer service number and the member's SSN to confirm eligibility.

Q: What do I need to do regarding pre-authorization for an upcoming surgery including surgeries or admissions that have already been pre-authorized?

A: Contact Anthem pre-certification at 1-866-776-4793 to notify Anthem of an upcoming surgery.

Q: How do I find out if my physician is in the Anthem network?

A: Visit www.anthem.com, find a doctor, then search the National Blue Card Directory.

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