



Provider Enrollment Application

A new, quick, and intuitive way to enroll and become a participating provider with Anthem Blue Cross and Blue Shield (Anthem)



Agenda

- Acronyms
- What the *Provider Enrollment Application* is
- How to access the application
- Enrollment dashboard
- Enrollment process
- Contact information

Acronyms

- CAQH — Council for Affordable Quality Healthcare
- DPE — Digital provider enrollment
- PE — Provider Experience
- PMP – Primary medical provider

Submit an enrollment application online

Digital provider enrollment is a way to enroll to become a participating provider with Anthem to serve Medicaid and Medicare Advantage members. The tool is hosted in Availity and uses CAQH ProView[®] to extract data from the provider's CAQH profile.

Who can use this tool?

Professional providers whose organizations do not have a credentialing delegation agreement with Anthem.

Submit an enrollment application online

How can this new tool be used?

- Add new providers to an already existing group.
- Apply and request a contract.
- Enroll a group of new providers.
- Use a dashboard for real time status on the submitted applications.
- Create streamlined complete data submission.

Note: For any changes to your practice profile and demographics, continue to use the online [Provider Maintenance Form](#).

Currently, **ancillary** and **facility** providers are the only excluded provider types. These providers should continue to use the current enrollment process.

General rules for submitting an application

If the provider has a CAQH profile (PMPs and specialists):

- Ensure the CAQH ProView profile is in *Initial Profile Complete* or *Re-Attestation* status.
- Ensure the CAQH ProView profile is attested, and Anthem is authorized to access it.

The CAQH ProView profile data must be correct and complete with all specialty information saved into the profile. **A primary specialty is mandatory.** The primary specialty is the specialty, which will be listed in the directory.

New profiles will remain in *Profile Data Submitted* status until CAQH has approved the profile.

General rules for submitting an application (cont.)

For help, visit: [CAQH ProView for Providers and Practice Managers](#).

The organization must be registered with Availity* and have an Availity login ID under the organization. The Availity user ID should be assigned the role of *Provider Enrollment*.

Before you get started

1. Register your organization on <https://www.availity.com>:
 - Create your personal user account under your organization within Availity:
 - Under *More*, select **Add User** or **Maintain User**.
 - Assign the user the role of **Provider Enrollment**.
2. Update your CAQH profile and complete the following:
 - Review and attest your CAQH profile.
 - Ensure Anthem is authorized to view your CAQH data.
 - Select a primary specialty.
3. Start your *Provider Enrollment* application process:
 - Under **Payer Spaces**, select the **Anthem logo**, then select **Applications** and **Provider Enrollment**.

Roles for [redacted]

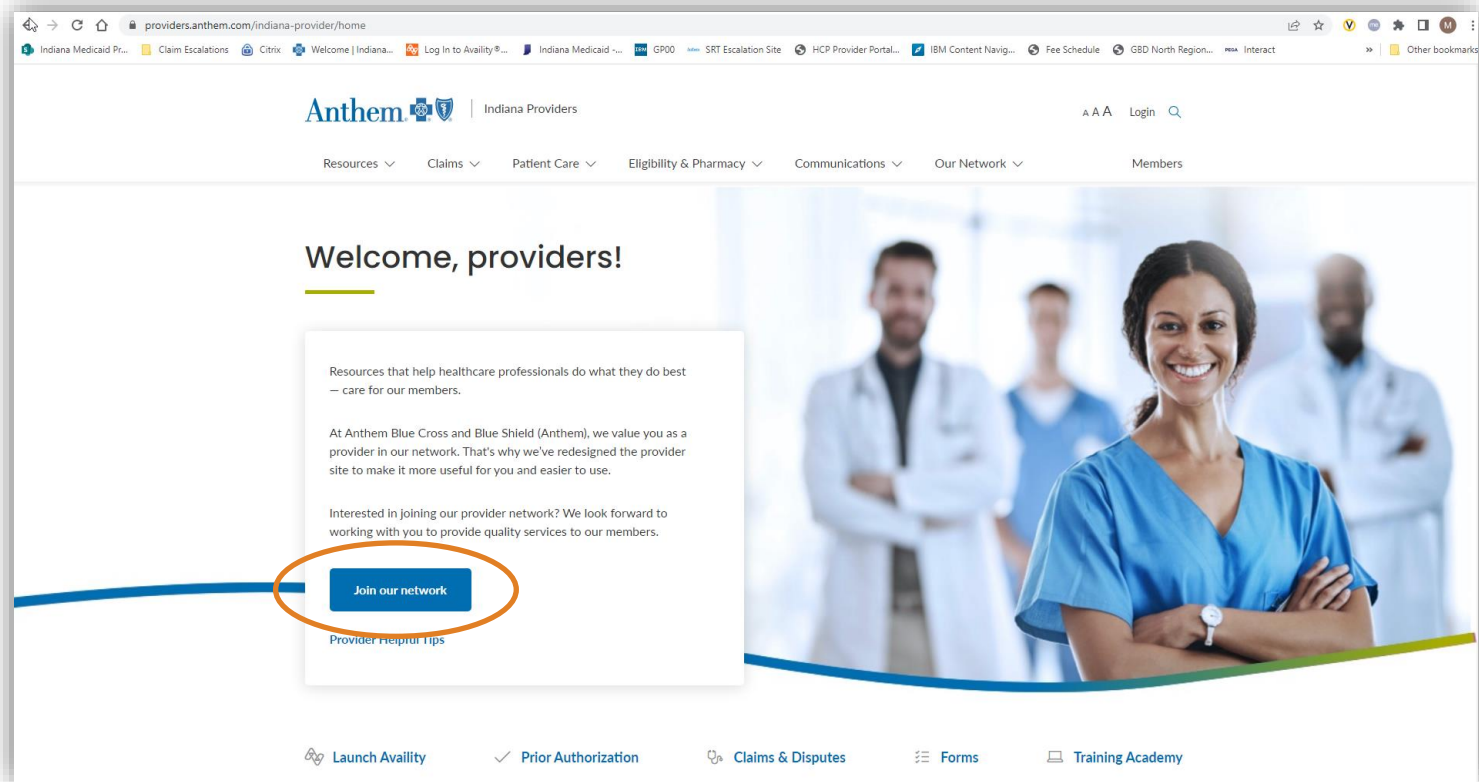
Choose the best option: This user needs a new set of roles. This user needs the same set of roles as an existing user.

	Role(s)
<input checked="" type="checkbox"/>	Base Role
<input type="checkbox"/>	Authorization and Referral Inquiry
<input type="checkbox"/>	Authorization and Referral Request
<input type="checkbox"/>	Claim Status
<input type="checkbox"/>	Claims
<input type="checkbox"/>	Clinician
<input type="checkbox"/>	EDI Management
<input type="checkbox"/>	Eligibility and Benefits
<input type="checkbox"/>	Express Entry
<input type="checkbox"/>	Medical Staff
<input type="checkbox"/>	New Eligibility and Benefits
<input type="checkbox"/>	Office Staff
<input type="checkbox"/>	Physician
<input type="checkbox"/>	Provider Data Management
<input type="checkbox"/>	Provider Enrollment
<input type="checkbox"/>	Provider Enrollment and Contracting

Where is the application located?

Follow the steps below to access the enrollment application:



Navigate to <https://providers.anthem.com/in>. Select **Join our network**.









The screenshot displays the Anthem Indiana Providers website. The page features a navigation bar with the Anthem logo and the text "Indiana Providers". Below the navigation bar, there are several menu items: Resources, Claims, Patient Care, Eligibility & Pharmacy, Communications, Our Network, and Members. The main content area is titled "Welcome, providers!" and includes a message about resources for healthcare professionals. A prominent blue button labeled "Join our network" is circled in orange. Below the button, there is a link for "Provider Helpful Tips". The footer of the page contains icons and text for "Launch Availity", "Prior Authorization", "Claims & Disputes", "Forms", and "Training Academy".


Where is the application located?

Select **Join the Anthem Network.**

Anthem  | Indiana Providers A A A Login 

Resources  Claims  Patient Care  Eligibility & Pharmacy  Communications  Our Network  Members

Joining our network is easy!



You make your patients' lives better. We will do the same for you.


Our precertification, referrals, claims and payment processes are streamlined to help you focus on what you do best – caring for your patients.


We support you with:


- A coordinated approach to care with innovative patient outreach and education.
- Disease and case management resources.
- Patient-centered medical home transformation.
- Online self-service tools and live-agent support.
- Local Provider Relations staff committed to your success.


To get started, please indicate your provider type.


Provider Type

Ancillary Provider or Allied Health Provider 

Behavioral Health 

Primary Care Provider (PCP) 

Specialty Care Provider 

Other 

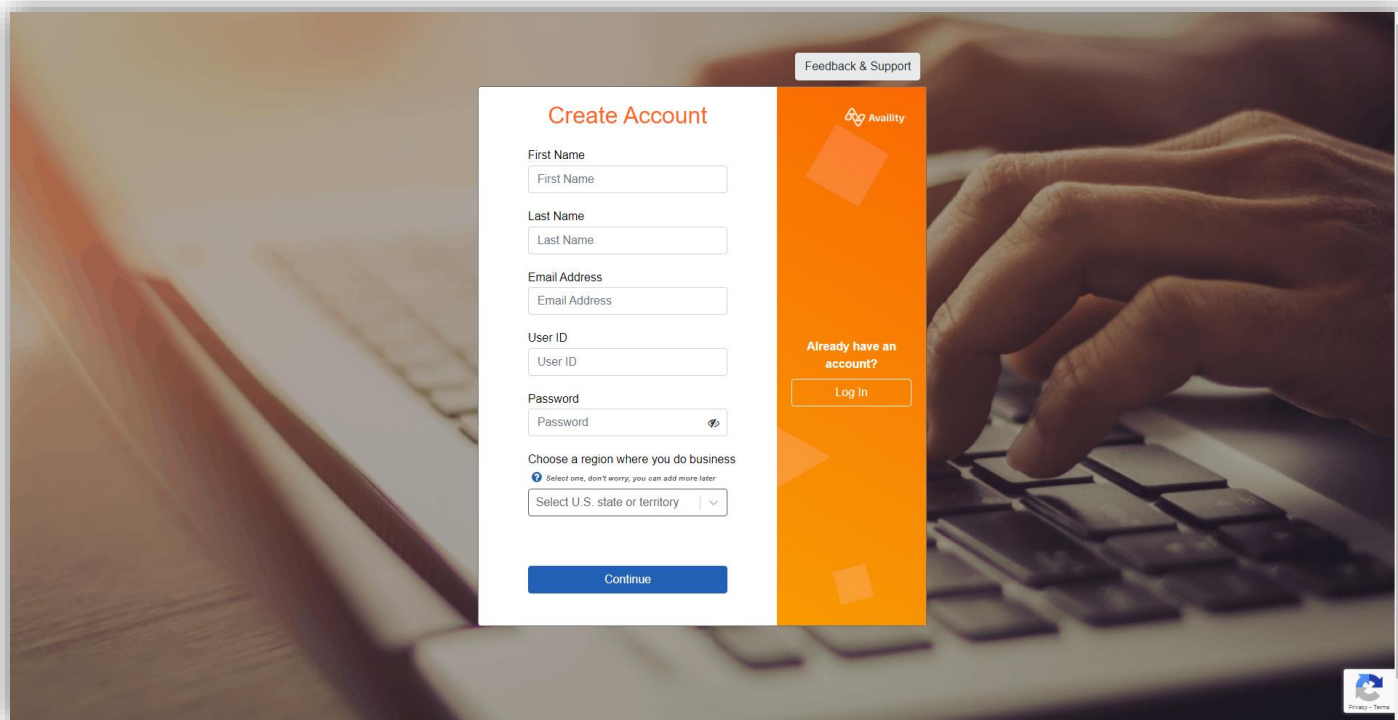
Does your organization have an existing Availity account?

Yes No

Continue

Where is the application located? (cont.)

- If the answer to the Availity question is *no*, create an Availity account.

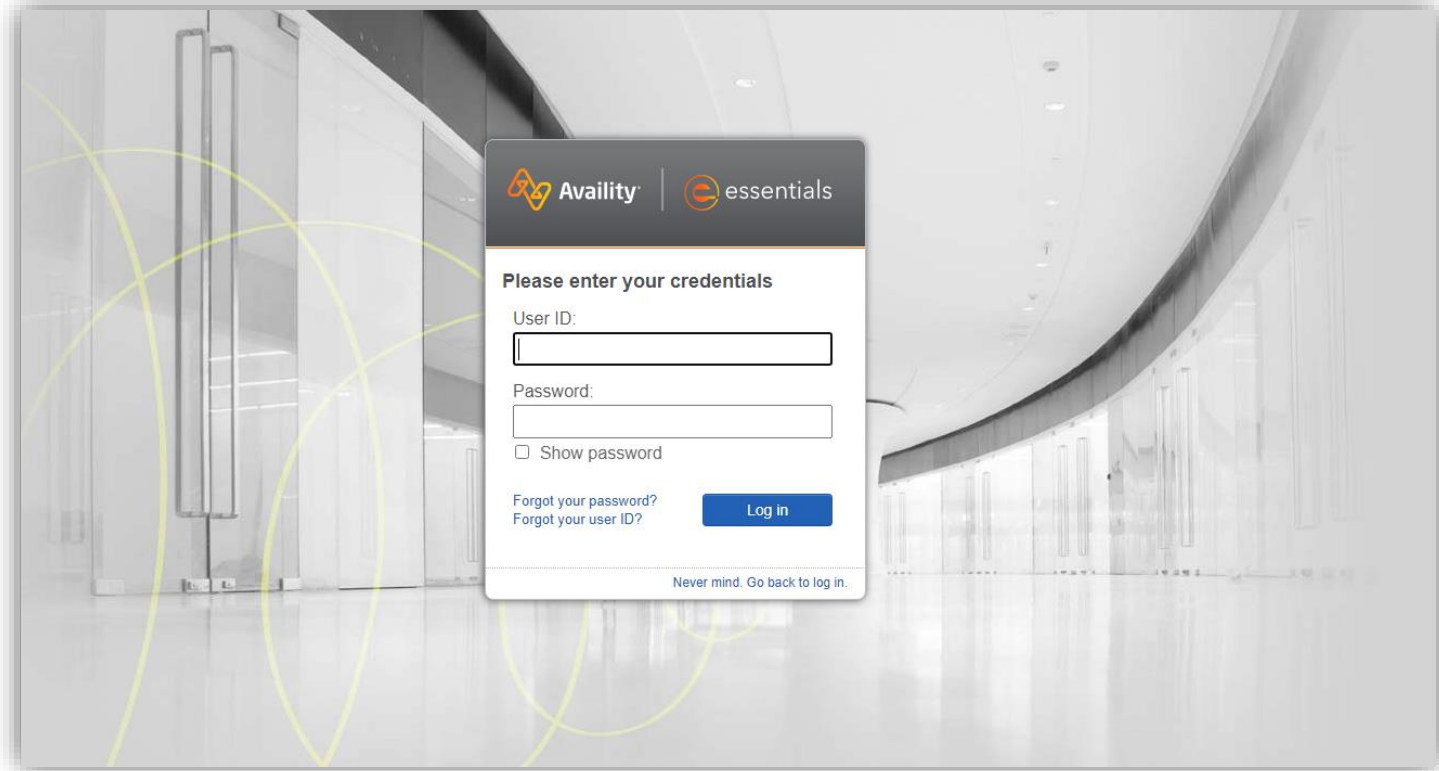


The screenshot shows the Availity 'Create Account' form. The form is white and is overlaid on a background image of hands typing on a laptop keyboard. The form includes the following fields and options:

- Feedback & Support** (link)
- Create Account** (title)
- Availity** logo
- First Name** (text input)
- Last Name** (text input)
- Email Address** (text input)
- User ID** (text input)
- Password** (text input with a strength indicator icon)
- Choose a region where you do business** (text label)
- Select one, don't worry, you can add more later** (help text)
- Select U.S. state or territory** (dropdown menu)
- Continue** (button)
- Already have an account?** (text label)
- Log In** (button)
- Privacy - Terms** (link)

Where is the application located? (cont.)

- If the answer to the Availity question is yes, log into your Availity account.



Where is the application located? (cont.)

- Select **Payer Spaces**.

The screenshot displays the Avality Essentials PRO web application interface. The top navigation bar includes the Avality logo, 'essentials', 'Home', 'Notifications', and 'My Favorites'. The 'Payer Spaces' menu item is circled in orange. Below the navigation bar, there is a banner for 'Premium revenue cycle management' with a 'Learn More' button. A 'Notification Center' section shows 'You have no notifications.' On the right side, there is a 'Question of the Week' section with a 'Take a two-question survey' button.

Where is the application located? (cont.)

- Select the Anthem logo.

The screenshot shows a web application interface with a dark header. The header contains navigation links: "Patient Registration", "Claims & Payments", "Payer Spaces", and "More". A search bar labeled "Keyword Search" is in the top right. The main content area features a large banner with the text "Premium revenue cycle" and "Integrated and standard". Below this banner is a grid of logos for various dental providers: Anthem BC Dental, Anthem BCBS Dental, Anthem BCBS Dental, Golden West Dental, Anthem (circled in orange), UNICARE, and Anthem Jointly Administered Arrangement Transactions. Logos for Avality and essentials PRO are also visible. Below the banner is a "Notification Center" section with the message "You have no notifications." and a "My Top Applications" section with a button labeled "EB". On the right side, there is a promotional card for EDI Clearinghouse with the text "Looking to submit batch transactions? Want access to thousands of payers?" and a button "Learn about EDI Clearinghouse". Below that is a "Question of the Week" section with the text "What makes a payer easy to work with?" and a button "Take a two-question survey".

Where is the application located? (cont.)

- Select **Applications**, then **Provider Enrollment**.

The screenshot displays the Avallity provider portal interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (with a '1' badge), My Favorites, Virginia (state selector), and Help & Training. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Reporting, Payer Spaces, and More. The main content area features a blue banner with the text: "Welcome Anthem BlueCross BlueShield providers. Looking for your Anthem BlueCross BlueShield Resources? They have moved to the resources tab below." To the right of the banner is a photo of a smiling female doctor holding a tablet. Below the banner, there are three tabs: "Applications" (circled in orange), "Resources", and "News and Announcements". To the right of the tabs is a "Sort by" dropdown menu set to "A-Z". Below the tabs, there are three cards. The first card is "Precertification Look Up Tool" with a description: "Check if preauthorization is required for your Medicaid or Medicare patients." The second card is "Provider Enrollment" (circled in orange) with a description: "Submit an online request to join our provider network." The third card is "Provider Online Reporting" with a description: "Provider Online Reporting".

• Select Applications, then Provider Enrollment.

My Dashboard is the place to track your submission.

Select **Begin new application** to start the enrollment process.

The left-hand navigation options allow providers to find their applications and check their status.

The screenshot displays the Avallity web application interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, and a location dropdown for Virginia. Below this is a secondary navigation bar with menu items: Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area is titled 'My Dashboard' and shows '90 Total Applications'. A 'Begin new application +' button is prominently displayed. Below this, there are two application cards. The first card is for 'Henricks O'Connor' (Application ID: PR-2281) with a 'Submitted' status (11/02/2018). The second card is for 'Eric Jones' (Application ID: PR-2246) with a 'Ready to See Members' status (11/01/2018). On the left side, there is a navigation menu with options: 'Search my applications', 'Recent Applications', 'Incomplete Applications', and 'Submitted Applications'. A callout box points to the 'My Dashboard' header, another points to the 'Begin new application +' button, and a third points to the left-hand navigation menu.

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

Real time status updates of your applications.

Begin the enrollment process

Select your information below to confirm your ability to continue:

Which organization is this for? [?](#)

Select Organization

What is the tax ID for this? [?](#)

Choose Tax ID

What type of provider are you?

Provider Type

- Provider Type
- Ancillary Provider or Allied Health Provider
- Behavioral Health
- Primary Care Provider (PCP)
- Specialty Care Provider
- Non-Credentialed Provider**


Select the organization name.

Select the tax ID.

Select the provider type. This will direct the provider to the correct enrollment experience.

Ancillary providers will be directed to the provider website for instructions.

Notification [Return to dashboard](#)

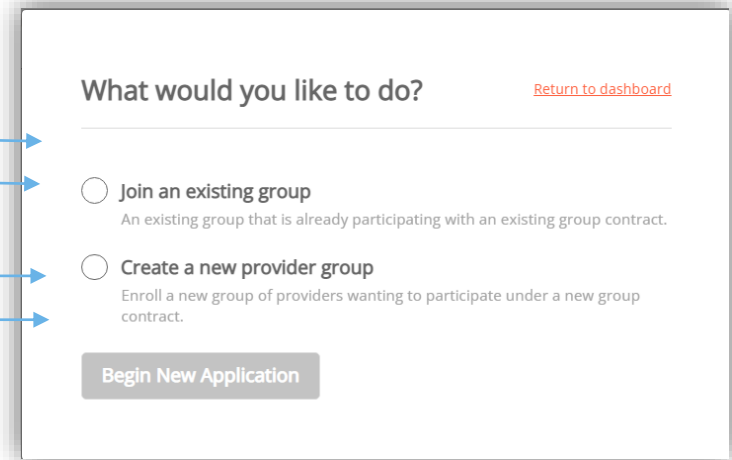
 We are still working on this digital experience for the selection you made. Please use the existing application to enroll as a provider with Anthem

[Use Existing Application](#)

What would you like to do?

Select to add providers to an existing group.

Select to create a new provider group and receive a contract.



What would you like to do? [Return to dashboard](#)

Join an existing group
An existing group that is already participating with an existing group contract.

Create a new provider group
Enroll a new group of providers wanting to participate under a new group contract.

[Begin New Application](#)

Step 1: Getting started – group information

My Dashboard
128 Total Applications

1 **Getting Started** 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will enter required information for the new group that your providers want to join.

- Group Information
- Provider Information**
- Address Information
- Network Selections
- Review All Information

Step One: Group Information

Please enter your group information to help identify the creation of the new provider group.

Group/Legal Entity Name

Doing Business As (DBA) Name

Group NPI (Type 2) Group Tax ID

Group Website

[Move to Provider Information](#)

Provide group information when you are adding a provider to an existing group or enrolling a new provider group.

Step 1: Getting started – provider information

My Dashboard
125 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Join an existing group

In this step, you will begin to add the providers. We'll be collecting information already captured in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- Group Information
- Provider Information**
 - Select Providers
 - Review CAQH Information
- Address Information

You must select one or more providers before assigning them to your existing group.

Step Two: Provider Information

How many providers will you be adding to your existing group?

2

Provider 1 - Eric Jones Remove X

CAQH Number	Individual NPI (Type 1)	Clear Provider
16000507	1234567890	
Anticipated Hire Date		
--		

Provider Remove X

CAQH Number	Individual NPI (Type 1)	Find Provider
		I don't have a CAQH Number
Anticipated Hire Date		
MM/DD/YYYY		

Select the number of providers to enroll.

Select **Find Provider** — This pulls data from CAQH.

Providers must have an attested CAQH profile and have authorized Anthem to access their data.

Enter the CAQH and NPI number for the provider.

Step 1: Getting started – CAQH information

The application pulls data from the provider's CAQH profile:

- Review the information for each provider.
- Complete any missing data. The red bar indicates a required field.

Getting Started
Create a new provider group

In this step, you will begin to add the providers. There will be collecting information already captured in their CAQH profile. An up-to-date and attested CAQH profile is necessary in the enrollment process.

- ✓ Group Information
- ✎ **Provider Information**
- ✓ Select Providers
- ✓ Review CAQH Information
- ✕ Address Information
- ✕ Network Selections
- ✕ Review All Information

Step Two: Provider Information

Eric Jones

NPI Number	CAQH Number
1912342288	16000505

Personal Information

Professional Title

Provider's Race/Ethnicity [Why include this?](#)
Asian

Gender [Why include this?](#)
Male

Date of Birth
04/04/1966

Non-English Languages Spoken by the Provider [+](#)
Chinese
[Remove](#)

[+ Add Another Language](#)

Specialist Panel Information

Panel Status
 New patients (open) Current patients only

Age Limitations (optional)

Minimum Maximum
Minimum Age Maximum Age

Panel Size (optional)

Step 1: Getting started – address information

My Dashboard 13 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

Create a new provider group

In this step, you will be viewing all addresses and other information stored in CAQH for your new providers. Please select, or enter, the correct information prior to moving to the next step.

- Group Information
- Provider Information
- Address Information**
 - Primary Practice
 - Billing/Remittance
 - Office Manager
- Network Selections

Step Three: Provider Addresses

Please identify the **Primary Practice Address** by selecting it from the list of addresses found in CAQH. If the address is not listed, you will be able to enter it manually.

- 123 MAIN ST, Indianapolis, IN 46001 Phone Number (678) 775-1234
- Address not found? Enter it manually.

[Return to dashboard](#) | [Terms of Use](#)

[Move to Billing/Remittance](#)

This step captures all the address information and contacts.

We are collecting the:

- Primary practice address.
- Billing/remittance address and contact.
- Office manager contact.

Choose an address/contact or add a new one (if needed).

Step 1: Getting started – network selections

The screenshot shows a web application interface with a top navigation bar. On the left, a sidebar titled 'Getting Started' contains a vertical list of steps: 'Group Information', 'Provider Information', 'Address Information', 'Network Selections', and 'Review All Information'. The 'Network Selections' step is currently active, indicated by a pencil icon. The main content area is titled 'Step Four: Network Selections' and contains a grey box with the instruction: 'To become a participating provider, select one or more networks to join.' Below this instruction is a list of four checkboxes, each followed by a network name: 'Network 1', 'Network 2', 'Network 3', and 'Network 4'. A 'Review All Information' button is located below the list. At the bottom of the main content area, there are two links: 'Return to dashboard' and 'Terms of Use'.

Providers who need contracts may be prompted to select the provider networks in which they will participate.

The network selections will reflect the products available in the state to which they are applying.

Step 1: Getting started – review all information

My Dashboard
99 Total Applications

1 Getting Started 2 Additional Information 3 Application Completion

Getting Started

[Create a new provider group](#)

In this step, you are reviewing all group and provider information added. Please review the information to make sure it is accurate prior to submitting.

- Group Information
- Provider Information
- Address Information
- Network Selections
- Review All Information

Step Five: Review All Information

Group Information [Edit](#)

Group Name	test group	
Group NPI	Group Tax ID	
1356343610	111111111	

Added providers [Edit](#)

Eric Jones

Address Information [Edit](#)

Primary Practice

Address
1201 BROAD ROCK BLVD, RICHMOND, VA 23249

Email Address	Phone Number
--	(344) 334-3436

Review the data and select any of the *Edit* buttons to edit the data.

Step 2: Additional information – documents required

My Dashboard
158 Total Applications

1 Getting Started **2 Additional Information** 3 Application Completion

Additional Information

Create a new provider group

In this step, you will review all required documents for each provider. Some documents have been pulled from their CAQH profile. Please make sure all required documents have been uploaded.

- Documents Required
- Hospital Affiliations
- Service Locations
- Contract Signer

Eric Jones 1 Document(s) Needed

Group Name 1 Document(s) Needed

W-9

Drop file here or [Upload a file](#)

Move to Hospital Affiliations

- In step two, documents and additional information are collected.
- The application will automatically pull required documents from CAQH if available.
- Documents are collected at the provider and group level.
- Drag and drop files or use the upload feature to add documents to the application.

Step 2: Additional information – hospital affiliations

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard 157 Total Applications', '1 Getting Started', '2 Additional Information', and '3 Application Completion'. The main content area is split into two columns. The left column, titled 'Additional Information', contains a 'Create a new provider group' section with instructions and a progress indicator. The 'Hospital Affiliations' item is highlighted with a blue box and a pencil icon. Below it are 'Service Locations' and 'Contract Signer' items, each with an 'X' icon. The right column, titled 'Step Two: Hospital Affiliations', displays information for 'Eric Jones' in a table with NPI Number (1912342288) and CAQH Number (16000505). Below this are sections for 'Primary Hospital Affiliations' (Arizona State Hospital), 'Other Current Affiliations' (Andalusia Regional Hospital), and 'Previous Affiliations' (Benson Hospital). A green button labeled 'Move to Service Locations' is at the bottom.

Additional Information
Create a new provider group

In this step, you can assign the hospitals where the provider is affiliated.

- Documents Required
- Hospital Affiliations** (Eric Jones)
- Service Locations
- Contract Signer

Step Two: Hospital Affiliations

Eric Jones	
NPI Number	CAQH Number
1912342288	16000505

Primary Hospital Affiliations
Arizona State Hospital

Other Current Affiliations
Andalusia Regional Hospital

Previous Affiliations
Benson Hospital

[Move to Service Locations](#)

Review each provider's hospital affiliation information and provide any missing information.

Step 2: Additional information – service locations

The screenshot displays a web application interface for 'My Dashboard' with 158 total applications. The navigation bar shows three steps: '1 Getting Started', '2 Additional Information' (the current step), and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, there is a descriptive paragraph: 'In this step, you can assign the service locations where the provider will be practicing.' A vertical progress indicator on the left shows four steps: 'Documents Required' (checked), 'Hospital Affiliations' (checked), 'Service Locations' (active, highlighted with a blue box), and 'Contract Signer' (marked with an 'X'). The 'Service Locations' section contains three radio buttons: 'Select Addresses' (selected), 'Review Information', and 'Assign Providers'. The main content area features a red information banner stating: 'All addresses listed below were found in CAQH. Please select all locations that the provider is currently practicing at.' Below this is the heading 'Step Three: Service Locations' and a list of two addresses, each with a checked checkbox and a 'Group Primary' button: '1300 MASTERS CT, CHESAPEAKE, VA 23320' and '1970 ROANOKE BLVD, Chesape...'. A green button labeled 'Move to Review Information' is positioned below the list. At the bottom, there are links for 'Return to dashboard' and 'Terms of Use'.

There are three steps within *Service Locations*:

- Select the actual addresses where providers practice.
- Review information for each location to ensure the accuracy of data.
- Assign providers to those service locations.

Step 2: Additional information – contract signer

The screenshot shows a web application interface with a navigation bar at the top containing 'My Dashboard' (9 Total Applications), '1 Getting Started', '2 Additional Information' (highlighted), and '3 Application Completion'. The main content area is titled 'Additional Information' and includes a sub-section 'Create a new provider group'. Below this, there is a list of steps: 'Upload Documents', 'Hospital Affiliations', 'Service Locations', and 'Contract Signer' (highlighted with a blue box). The 'Contract Signer' section is titled 'Step Four: Contract Signer' and contains the following text: 'Please provide the name and address for the individual authorized to sign the contract. The authorized signature must be that of Provider or an authorized representative of Provider.' Below this text are two columns of input fields: 'First Name' and 'Last Name' (with a blue arrow pointing to it), 'Job Title', 'Email Address', and 'Confirm Email Address'. At the bottom, there is a section titled 'Signatory Address' with three radio button options: 'Primary Practice Address' (with address '123 MAIN ST, Indianapolis, IN 46001'), 'Billing/Remittance Address' (with address '120 Virginia Ave, Indianapolis, IN 46020'), and 'Add Address' (with a blue arrow pointing to it).

Supply the name and information of the person authorized to sign the contract when enrolling a new solo provider or provider group.

Choose the address for the signatory or enter a new one.

Step 3: Completion

1 Getting Started Completed 00/00/0000 2 Additional Information Completed 00/00/0000 3 Completion Review Completed information

Application Completion

Join an existing group

We have received all your information and will begin the review process. Check your dashboard for updates on the progress of your application. Thank you!

Application Completion

Group Name		Group Application ID GR-8063
Renee Wilson		Application ID PR-10375
CAQH Number	NPI Number	
16032572	123456789	
Provider Type	Anticipated Hire Date	
Specialist		

Go to dashboard

This is the final step of the application process:

- Each provider will have an **application ID**.
- The application ID allows the provider to view the status of each individual application.

Application ID
PR-10375

To check the status of your application:
Select the **Go to dashboard** button to go back to the dashboard and **view the application status**. You will need the **application ID** to check your status.

Checking provider enrollment status from *My Dashboard*

The screenshot shows the Avallity My Dashboard interface. At the top, there is a navigation bar with the Avallity logo, Home, Notifications (1), My Favorites, Virginia, and Help & Training. Below this is a secondary navigation bar with links for Patient Registration, Claims & Payments, My Providers, Clinical, Reporting, Payer Spaces, and More. The main content area is titled "My Dashboard" and shows "80 Total Applications". On the left, there are four filter tabs: "Search my applications", "Recent Applications", "Incomplete Applications", and "Submitted Applications". The "Submitted Applications" tab is selected. The main content area displays a list of applications. A blue button "Begin new application +" is at the top. Two application cards are shown, each with a yellow box highlighting its status:

- Henricks O'Connor** (Application ID: PR-2281) is **Submitted** (11/02/2018).
- Eric Jones** (Application ID: PR-2246) is **Ready to See Members** (11/01/2018).

Group NPI	Group Name	Submitted Date	Submitted By
1912342288	Test group for NV	11/02/2018	Lauren Trionfo
1912342288	Test group	11/01/2018	Lauren Trionfo

Before you are ready to see Anthem members

1. You must complete the *Provider Enrollment Application*.
2. You must pass credentialing, if applicable, to your specialty type:
 - Refer to the [Credentialing Program Summary Guide](#) for providers that require credentialing.

or

 - Go to <https://providers.anthem.com/in> > Resources > Provider manuals and guides > *Credentialing Program Summary Guide*.

and
3. You must have a fully executed contract:
 - The contract is not valid until signed by the provider and Anthem, and the provider has met credentialing requirements.
 - You will receive a *Welcome Letter* that includes your contract **effective date**, and this is when you may start seeing members and submitting claims.

Troubleshooting tips

When working on the application, you may run into technical issues or questions. These quick tips will help you navigate this new platform by addressing some of the commonly asked questions:

- **If you see an error messages when adding provider information, ensure:**
 - A **primary specialty** has been selected in CAQH ProView.
 - The provider's CAQH ProView profile has been **attested**.
 - The provider's CAQH ProView profile has **designated Anthem** as an authorized user.
 - The provider's CAQH profile is in an **Initial Profile Complete status**. If the profile is new, CAQH reviews the profile before moving it to Initial Profile Complete status.
 - **All documentation has been uploaded** to CAQH.

If the system is down, you will receive a *System Not Available* message. Your application will be saved, but you will need to finish at a later time. If you experience issues with Availity organization registration, call Availity support at **800-282-4548 (800-AVAILITY)** or visit the Contact Us page on [Availity](#).

Troubleshooting tips (cont.)

For CAQH issues:

- If you see error messages after you select **Find Provider**, check if there is a primary specialty chosen in CAQH or if the primary specialty information is incomplete:
 - The CAQH profile must be in either *Initial Profile Complete* or *Re-Attestation* status.
 - *Profile Data Submitted* status is shown when a new profile has been created and submitted to CAQH, but the profile has not been approved by CAQH.



The screenshot shows a table titled "PROVIDER SEARCH RESULTS" with a "Refine Search" link in the top right corner. The table has five columns: "Provider Name", "Birth Date", "Primary Practice State", "Roster Status", and "Provider Status". A single row of data is displayed, showing "Joe Smith" as the provider name, "07/23/1969" as the birth date, "TN" as the primary practice state, "Active" as the roster status, and "Profile Data Submitted" as the provider status.

Provider Name	Birth Date	Primary Practice State	Roster Status	Provider Status
Joe Smith	07/23/1969	TN	Active	Profile Data Submitted

Questions

For eligibility and benefits questions:

- Check eligibility and benefits online through [Avality](#)
- **Chat** — via [Avality](#) > Payer Spaces > Applications > Chat with Payer
- Call Provider Customer Service at:
 - Hoosier Healthwise: **866-408-6132**
 - Hoosier Care Connect: **844-284-1798**
 - Healthy Indiana Plan (HIP): **844-533-1995**

For claims questions:

- Check claim status online through [Avality](#)
- **Chat** — via [Avality](#) > Payer Spaces > Applications > Chat with Payer Call Provider
- Call Provider Customer Service at:
 - Hoosier Healthwise: **866-408-6132**
 - Hoosier Care Connect: **844-284-1798**
 - HIP: **844-533-1995**

Provider experience physical health zone map

Physical health Provider Experience managers

Zone 1/Beacon Health Systems

Jessi Earls
 Jessica.Wilkerson-Earls@anthem.com
 317-452-2568

Zone 2/Ascension St. Vincent

Angelique Jones
 Angelique.Jones@anthem.com
 317-619-9241

Zone 3

Jamaal Wade
 Jamaal.WadeSr@anthem.com
 317-409-7209

Zone 4/Deaconess

Jonathan Hedrick
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Zone 5/Parkview

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Zone 6/IU Health; St. Joseph Regional Medical Health Center; Home Health and Hospice

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Zone 7/Baptist Health

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Zone 8/Eskenazi

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Zone 9/Out-of-state providers, Franciscan, Community Health Network

Nicole Bouye
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Dir, Provider Experience

Jacque Marsalis
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https://providers.anthem.com/doc/gpp/IN_CAID_PU_NetworkRelationsMap.pdf?v=202110061311

Provider Experience behavioral health subject matter experts

Statewide behavioral health (BH) subject matter experts (SME)

Acute hospitals

Tish Jones, Provider Experience Manager
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Community mental health centers/federally qualified health centers/rural health clinics

Matthew McGarry, Provider Experience Manager
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Substance use disorder (SUD)/Opioid treatment program (OTP)

Alisa Phillips, Provider Experience Manager, Sr.
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SME – SUD/OTP

Michele Weaver, Provider Experience Manager
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Solo BH and applied behavior analysis providers

Zones 1, 2, 5, 6

Ashley Holmes
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Zones 3, 4, 7, 8

Whit'ney McTush
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Questions?

Thank you for your participation in serving our members enrolled in Hoosier Healthwise, HIP, and Hoosier Care Connect!





Serving Hoosier Healthwise, Healthy Indiana Plan
and Hoosier Care Connect

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