

ANTHEM BLUE CROSS Care Coordination Guide

Subject	Instructions
Webpage	www.anthem.com/ca/medi-cal
Member Services	Call <u>Health Plan Member Services</u> at: 1-800-407-4627, 1-888-757-6034 TTY For information about health care services including but not limited to: PCP changes, medical group changes, authorization status, medication status or general questions.
Mental Health Services – <i>Mild to Moderate MH Needs</i>	Call <u>Health Plan Member Services</u> at: 1-888-831-2246 (option 1, then option 2) FAX: 1-855-473-7902
Mental Health Services – <i>Serious MH Needs</i>	Call <u>County Mental Health Plan</u> at: 916-875-1055 or 1-888-881-4881 Adult TTY 916-874-8070, Child TTY 916-876-8892 / FAX 916-875-1190
Substance Use Disorders	Call <u>County Alcohol & Drug System of Care</u> at: 916-874-9754
Advice Nurse – 24 hours	Call 1-800-224-0336, 1-800-368-4424 TTY
Urgent Care Clinics	See <u>Urgent Care List</u> posted on the Medi-Cal Managed Care Resources webpage.
Transportation	Reservation: 1-877- 931-4755 Ride Assistance (Where’s My Ride): 1-877- 931-4756 Hearing Impaired (TTY): 1-866-288-3133 Facility Line: 1-866-529-2128 / Facility Fax: 1-877-601-0535 For <i>medical transportation (non-emergency)</i> , a <u>Physician Certification Statement (PCS)</u> form must be completed.
Linguistic	1-800-407-4627, 1-800-368-4424 TTY, 711 California Relay Line After hours, call <u>MedCall</u> at 1-800-224-0336 For face-to-face interpreter requests: Email: ssp.interpret@anthem.com Face-to-Face interpreter appointments must be scheduled at least 3 business days in advance for Spanish, and 5 or more business days for other languages.
Case Management – Basic and Complex	Call <u>Anthem Care Management</u> at: 1-888-334-0870 Fax CM referral form to 1-866-333-4827
Inpatient Discharge Planning	Call the <u>Hospital Notification Unit</u> (Intake) at: 1-888-831-2246 option 3 Concurrent Stay Review (Inpatient) Fax: 1-866-333-4826
Urgent Discharge Line	Call <u>Hospital Discharge</u> 1-805-713-0845 for requests related to discharge. Anthem has staff available on the weekends to assist with discharge Saturday and Sunday, 7:00 am - 5:30 pm.
Prior Authorization Requests	For <u>Prior Authorization initial requests</u> , Fax: 1-800-754-4708 For <u>Prior Authorization Medical Records</u> , Fax: 1-866-333-4818

Note: The Care Coordination Guide is to be used as a tool and not in lieu of Anthem Blue Cross policies, procedures, or Member Handbook Evidence of Coverage.