



- Website [Home | Anthem Blue Cross and Blue Shield](#)
- Direct link to our provider manual [OH CAID ProviderManual.pdf \(anthem.com\)](#)
- Prior Authorization information [Prior Authorization Requirements | Anthem Blue Cross and Blue Shield](#)
- Direct link to our territory map (use this link to locate your provider representative) [OH CAID ProvExpTerritoryMap.pdf \(anthem.com\)](#)
- Providers can email general inquiries to OhioMedicaidProvider@Anthem.com
- Provider communications [Home - Provider News \(anthem.com\)](#)
 - To sign up for provider communications [Ohio - Provider News \(anthem.com\)](#)
 - Monthly communications include medical policy changes, trainings, prior authorization updates, general provider communications and more.
- Instructor led training opportunities include the following:
 - To sign up visit please visit our provider communication page.
 - General provider orientation-offered bimonthly
 - Behavioral health orientation-offered bimonthly
 - Hospice webinar-offered bimonthly
 - Cultural Competency-(fall 2024 date TBD)
 - Provider Advisory Council (biannually) [Join our Provider Advisory Council - Provider News \(anthem.com\)](#)
 - Anthem invites our Medicaid care providers in Ohio to participate in our Provider Advisory Council. The meeting's intent is to collaborate with our provider community and gather input, discuss trends, identify challenges, and remove barriers — improving the healthcare delivery system.
 - Coding education (July and August) [Provider Coding Education - Anthem \(OH\) \(on24.com\)](#)
- Online training opportunities include the following.
 - Improving the patient experience
 - Mental Health practitioner hub
 - PsychHub
 - Training partner for behavioral health providers
 - My Diverse Patients



- Offers learning experiences, techniques and helps you provide individualized care regardless of a patient's diverse background.
- Behavioral Health Resources
 - Learn to Live App-mobile online community designed to help members cope with emotional health issues.
 - Connections App-supports individuals with mental health and substance use challenges.
- Our provider portal is Availity [Availity Essentials](#)
- Reimbursement policies are available [HERE](#)
- We encourage providers to review our Claims Payment Systemic Error (CPSE) to see if an issue they are experiencing is already being tracked [Claims overview | Anthem Blue Cross and Blue Shield](#)
- Anthem Medicaid implemented the Floor to SNF program to assist in members being transferred to participating SNFs. [Floor to in-network skilled nursing facility inpatient prior authorization process - Provider News \(anthem.com\)](#)
- Anthem participates with Clinisync. Information can be found in our provider manual [OH CAID ProviderManual.pdf \(anthem.com\)](#)
- Value based contracting
 - [Provider quality improvement program \(PQIP\)](#) (total cost of care medical loss ratio (MLR) based program for primary care providers)
 - [PQIP Essentials](#) (pay for performance program for primary care providers)
 - [Negotiated Risk and Shared Savings](#) (total cost of care MLR based program for primary care providers – PQIP)
 - [OBQIP](#) – (incentive program for OB providers based on quality, improvement, and utilization)
 - [Social determinants of health performance improvement plan \(SDOHPIP\)](#) – (Incentive for completing the PRAPARE tool or ACES survey, referring members to community resources, etc. Available to providers of any specialty)
 - [Behavioral health \(BHQIP\)](#) – (Incentive for eligible BH providers such as community mental health centers (CMHCs), community services boards (CSBs) and local mental health authorities (LMHAs) based on quality, improvement, and utilization)
- Quality Withhold for 2024 – Additional information regarding initiatives is located on our website under provider communications.
 - Sustaining our work Diabetes self-management education (DSME) & continuous glucose monitor (CGM)
 - Sustaining our work with pregnancy risk assessment form (PRAF)



- Increasing Well-Child Visit Compliance for first 30 months: Children turning 15 months & Ages 12-17
- Follow-Up After Emergency Department Visit for Substance Use: Ages 13-17, 7-day Follow-Up After Emergency Department Visit for Mental Illness: Ages 6-17, 7-day follow up visit for mental illness
- Asthma Medication Ratio: Ages 5-11 (AMR)
- Asthma Medication Ratio: Ages 12-18 (AMR)
- Sickle Cell: Transcranial Ultrasound - Increasing screenings of pediatric patients who have Sickle Cell Anemia
- Follow-Up After ED Visit for substance use disorder (SUD) -7 Days (18 years and older)