

# Indiana Provider Communications

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## New location for Provider Manuals on anthem.com

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Anthem Blue Cross and Blue Shield (Anthem) has launched a new page on anthem.com to access Provider Manuals. This page delivers a more streamlined and easier user experience to access current and past Manuals (if applicable).

To view the new page:

1. Go to anthem.com, then **Provider**
2. Go to **Provider Overview**
3. Scroll down to **Enjoy Easy Access to Policies and Guidelines** and select **See Policies and Guidelines**
4. From the **Policies and Guidelines** landing page, go to the **Provider Manual** section
5. There is a button to **Download Manual**, as well as access previous versions and other manuals applicable to your state

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Anthem logo and navigation menu. The 'Providers' tab is highlighted with a yellow arrow labeled '1'. The 'Providers Overview' sub-menu is expanded, showing various categories like 'Provider Resources', 'Claims', 'Patient Care', 'Communications', and 'Join Our Network'. A yellow arrow labeled '2' points to the 'Providers Overview' sub-menu.

Enjoy Easy Access to Policies and Guidelines  
You can get Medical Policies, Clinical Utilization Management (UM) Guidelines, and Pre-Certification/Pre-Authorization Requirements any time you need them.

[See Policies and Guidelines](#)

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- Provider Manual**  
Anthem's Provider Manual provides information about key administrative areas, including policies, programs, quality standards and appeals.  
[Download the Manual >](#)
- Reimbursement Policies**  
Our reimbursement policies are available to promote a better understanding of the claims editing logic that may impact payment.  
[Access policies >](#)
- Clinical Practice Guidelines**  
This index compiles guidelines published by third-parties and recognized by Anthem for the diagnosis and treatment of specific clinical circumstances.  
[Download the index >](#)

## Provider Manuals

Health insurance can be complicated. We strive to make working with Anthem easy so that you can focus on providing excellent care to your patients. As part of that goal, we provide you with resources containing information to help your relationship with us run as smoothly as possible.

### Get Your Provider Manual

If you have any questions about the information in the Provider Manual, please [contact your Network Consultant](#). Some policies or procedures may have changed since the time of publication. In the event of a conflict between this manual and your contract, the terms of your contract will supersede the manual.

This version is effective beginning 07/01/2019.

[Download Manual](#)

[Access previous versions and other manuals >](#)

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<https://providernews.anthem.com/indiana/article/new-location-for-provider-manuals-on-anthemcom>

**Featured In:**

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**1 Related Attachment:**

- Provider Manual ss.png