

Virginia Provider Communications

Anthem launches additional changes to anthem.com for Provider Manuals

Published: Aug 1, 2019

Anthem Blue Cross and Blue Shield has launched a new page on anthem.com to access our 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, go to: **anthem.com | Provider | Provide Overview | select Your State |** Scroll down to *“Enjoy Easy Access to Policies and Guidelines,”* and select **“See Policies and Guidelines.”** From the Policies and Guidelines landing page, there is a link to **Download the Manual**, as well as access previous versions and other manuals applicable to your state.

The screenshot shows the Anthem.com website navigation. At the top left is the Anthem logo. To the right is a search bar. Below the logo is a horizontal menu with links for Medicare, Individual & Family, Employers, Products, Providers (highlighted with a blue box and a '1' in an orange circle), and Medicaid. Below this is a blue banner with 'Providers Overview' highlighted with a blue box and a '2' in an orange circle. Underneath the banner are five columns of links: Provider Resources (Forms and Guides, Policies and Guidelines, Provider Maintenance, Pharmacy, Behavioral Health, Dental, Find a Doctor, Availity), Claims (Claims Submission, Electronic Data Interchange (EDI), Provider Appeals), Patient Care (Enhanced Personal Health Care), Communications (News, Contact Us), and Join Our Network (Getting Started with Anthem, Credentialing, Employee Assistance Program (EAP)).

The banner features a photograph of a male doctor in a white coat and a female nurse in blue scrubs looking at a tablet together. To the right of the photo, the text reads: 'Enjoy Easy Access to Policies and Guidelines'. Below this, it says: 'You can get Medical Policies, Clinical Utilization Management (UM) Guidelines, and Pre-Certification/Pre-Authorization Requirements any time you need them.' At the bottom right of the banner is a red button with a white border and a '3' in an orange circle, labeled '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 >](#)

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. You can also [access previous versions](#) of these and other manuals.

Professional Manual

[Download the Professional Manual](#)

Facility Manual

[Download the Facility Manual](#)

<https://providernews.anthem.com/virginia/article/anthem-launches-additional-changes-to-anthemcom-for-provider-manuals>

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August 2019 Anthem Provider News - Virginia

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