

Wisconsin Provider Communications

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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The screenshot shows the Anthem provider portal navigation menu. At the top, the Anthem logo is on the left, and a search bar is on the right. Below the logo, a horizontal menu contains the following items: Medicare, Individual & Family, Employers, Providers, and Medicaid. The 'Providers' item is highlighted with a yellow arrow labeled '1'. Below this menu, a 'Providers Overview' dropdown menu is open, also highlighted with a yellow arrow labeled '2'. The dropdown menu contains several categories: Provider Resources, Claims, Patient Care, Communications, and Join Our Network. Each category has a list of sub-items. A 'Feedback' button is visible on the right side of the dropdown menu.

The banner features a photograph of a male doctor in a white coat and a female nurse in blue scrubs looking at a clipboard together. To the right of the photo, the text reads: 'Enjoy Easy Access to Policies and Guidelines'. Below this, a smaller line of text 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, there is a red button with the text 'See Policies and Guidelines' and a yellow arrow labeled '3' pointing to the right.

This section contains three informational cards. The first card, highlighted with a yellow arrow labeled '4', is titled 'Provider Manual' and features a book icon. The text describes the manual as providing information about key administrative areas, including policies, programs, quality standards, and appeals. It includes a 'Download the Manual >' link. The second card is titled 'Reimbursement Policies' and features a camera icon. The text explains that these policies are available to promote a better understanding of claims editing logic. It includes an 'Access policies >' link. The third card is titled 'Clinical Practice Guidelines' and features a document icon. The text states that this index compiles guidelines published by third-parties and recognized by Anthem. It includes a 'Download the index >' link.

The section is titled 'Provider Manuals' in a large, white font against a blue background. Below the title, a white box contains the text: '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.' Below this, another white box is titled 'Get Your Provider Manual'. It contains text about contacting a Network Consultant for questions and a disclaimer about the manual's effectiveness. To the right of the text is an image of a stethoscope. At the bottom left, a yellow arrow labeled '5' points to a red 'Download Manual' button. Below the button is a link: 'Access previous versions and other manuals >'.

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

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1 Related Attachment:

- Provider Manual ss.png