



Resources for members for plans effective January 1, 2016

Customer Service

Anthem Blue Cross Customer Service: (Medical and Behavioral Health)	Anthem Blue Cross PPO or HMO P O Box 60007 Los Angeles, CA 90060-0007 800-825-5541
Anthem Blue Cross Employee Assistance Program (EAP) Requires prior authorization: (Available to all district employees)	800-999-7222
MDLive (24/7 access to a board certified physician via phone, online video or secure email)	888-632-2738
Navitus Health Solutions: Coding for PPO Pharmacy Benefits	866-333-2757 PCN: NVT Bin No.: 610602 Group No.: SISC
Anthem HSA members/prescription drugs: Coding for HSA Pharmacy Benefits	800-825-5541 PCN: A4 Bin No.: 003858 Group No.: WLHA

For PPO medical services, if a member needs to access services prior to receiving their ID card, they can call Anthem Customer Service number above to obtain their health care ID number. This HCID number along with the billing address provided above should be provided to your health care provider for billing purposes.

If a PPO prescription services, if a member needs to access service prior to receiving their ID card, the member can call Anthem to obtain their health care ID number. The member will need to tell the pharmacist they have coverage through Navitus Health Solutions (RX for Anthem) and give their HCID number and the pharmacy codes above to include the PCN, Bin and Group number.

ID Cards

- ✓ Anthem Blue Cross - members may call customer service at 800-825-5541 to ask about printing a temporary ID card from the Anthem website if the member does not have a card by January 1, 2016. <https://www.anthem.com/ca/sisc/>