

## IMPORTANT – Health Insurance Program Update

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Anthem's Customer Service staff is now able to address health insurance benefit inquiries for members and providers. This should alleviate the majority of issues that you and your providers may have been experiencing. Anthem, Willis, and the City's HR team thanks everyone for their patience and understanding in this phase of the transition. This detailed, intensive, and time consuming process was necessary to ensure benefit levels were built accurately for verification of benefits and to administer insurance claims.

Anthem's next course of action is to set up their claims payment system; they anticipate this will be accomplished by approximately May 30th.

- If you encounter provider billing issues prior to this date
- Wish to verify provider participation
- Need to pre-certify for services
- Request a new ID Card
- Have questions about pharmacy/prescription drugs or claims/benefits/eligibility

Please contact Anthem's Customer Service at:

844-286-6371

M-F, 8 am to 7 pm ET time

To create an online account; go to [anthem.com](http://anthem.com), select "Register Now" and follow the prompts. Once enrolled online you can set up an account to use on a mobile device; from your mobile device – go to the app store search for the free "Anthem Blue Cross and Blue Shield" app.

If you need further assistance, please contact HR at 414-302-8270. Attached please find contact information for all of the City's benefit administrators.