

California Small Group contacts and self-service tools for 2023-2024

Broker Services

Support for pre- and post-sale, renewals, and claims

Phone: (800)-678-4466

casgbrokerservices@anthem.com

Producer Toolbox Technical Support

Phone: (888)-268-4361

software.support@anthem.com

Employer Access Technical Support:

Employeraccesssupport@anthem.com

Connect

Support for Specialty sales, renewals, and medical quoting

Phone: (877)-5671802

Email: connect@anthem.com

Broker Sales Compensation

Broker support for commission inquiries, broker of record changes, book of business transfer and Licensing

Phone: (877) 304-6470

producers@elevancehealth.com

Book of business transfers

businesstransfers@anthem.com

1099 Requests

1099dept@elevancehealth.com

Enrollment and Billing

Broker and Employer support for enrollment requests, billing inquiries, audit and invoice copy requests, premium payments, renewal change processing.

Phone: (855) 854-1429

Fax: (855) 750-2227

small.group@anthem.com

Member Services

Member services for claims and benefit inquiries, sending HIPAA forms, member claim reimbursement.

HMO Phone: (833) 913-2234

PPO Phone: (855)383-7248

Case Management

Phone: (888) 613-1130

Utilization Management (pre-authorization)

Phone: (800) 274-7767

HMO Guest Membership

Phone: (800) 827-6422

Small Group Implementation

(855)-239-9251

New business: newsguwca@anthem.com

Existing business: sguwca@anthem.com

Pharmacy - CarelonRx (Open 365/24/7)

Pharmacy inquiries, prior authorization requests, pharmacy benefit and formulary questions

Retail Phone: (833) 253-4446

Formulary exception -provider use:

Phone: (833) 293-0659

Pharmacist Help: (833) 296-5041

Specialty services

Dental Member Services

Phone: 1-877-567-1804

Vision Member Services

Phone: 1-866-723-0515

Anthem Links

[EmployerAccess](#)

EmployerAccess app ([App Store](#)), ([Google Play](#))

[Producer Toolbox](#)

Broker Plus app ([App Store](#)), ([Google Play](#))

[Anthem Member Log in](#)

Sydney Health app



[Easy renew](#)

[Pharmacy information \(drug lists\)](#)

[Find a doctor](#)

[Download SBCs](#)

[Download Summary of Benefits](#)

[International Claims](#)

[Cancer resources](#)

[Employer Assistance Program](#)

[Path](#)