

# How to get help

## Important contact information

Questions about...	Contact	Phone/Fax/Email/Web	Address	Hours of operations (all hours are M-F, unless otherwise stated)
Billing	Enrollment and Billing	Phone: 1-855-854-1429 Fax: 1-855-750-2227 Email: small.group@anthem.com Web: EmployerAccess	Anthem Blue Cross P.O. Box 51011 Los Angeles, CA 90051-5311	8 a.m. - 6 p.m. PT
Enrollment	Enrollment and Billing	Phone: 1-855-854-1429 Fax: 1-855-750-2227 Email: small.group@anthem.com Web: EmployerAccess	Anthem Blue Cross Small Group Services P.O. Box 9062 Oxnard, CA 93031-9062	8 a.m. - 6 p.m. PT
Cal-COBRA and/or COBRA	Enrollment and Billing	Phone: 1-855-854-1429 Fax: 1-855-750-2227 Email: small.group@anthem.com Web: EmployerAccess	n/a	8 a.m. - 6 p.m. PT
Member Services	Claims	Phone: 1-855-383-7248	Anthem Blue Cross P.O. Box 60007 Los Angeles, CA 90060-0007	7 a.m. - 7 p.m. PT
Dental claims	Dental Services	Phone: 1-888-209-7852	Dental Services P.O. Box 9066 Oxnard, CA 93031-9066	8 a.m. - 5 pm. PT (live person) 24/7 self-service interactive voice response (IVR)
Dental claims	Dental Prime and Complete Customer Service	Phone: 1-877-567-1804	Anthem Dental Claims P.O. Box 1115 Minneapolis, MN 55440-1115	5 a.m. - 5 p.m. PT
Vision claims	Blue View Vision <sup>SM</sup> Customer Service	Phone: 1-866-723-0515	Blue View Vision Attn: OON Claims P.O. Box 8504 Mason, OH 45040-7111	Mon. - Sat., 7:30 a.m. - 11 p.m. PT Sun., 11 a.m. - 8 p.m. PT
Life claims	Life Claims	Phone: 1-800-552-2137	Life Claims Service Center P.O. Box 105448 Atlanta, GA 30348-5448	5 a.m. - 5 p.m. PT
Pharmacy (retail)	Express Scripts <sup>®</sup>	Phone: 1-866-297-1013	Express Scripts ATTN: Commercial Claims P.O. Box 2872 Clinton, IA 52733-2872	24 hours a day, seven days a week
Pharmacy (home delivery)	Express Scripts	Phone: 1-888-452-4357 TTY: 1-866-297-1013 Web: express-scripts.com	Express Scripts Home Delivery Service P.O. Box 66558 Saint Louis, MO 63166-6588	24 hours a day, seven days a week
Coverage while traveling (out-of-state providers)	BlueCard program	Phone: 1-800-810-2583 Web: bcbs.com	n/a	24 hours a day, seven days a week

Questions about...	Contact	Phone/Fax/Email/Web	Address	Hours of operations (all hours are M-F, unless otherwise stated)
Section 125 Premium Only Plan (POP)	WageWorks	Phone: 1-800-876-7548 Web: wageworks.com	n/a	8 a.m. - 5 p.m. CT
Groups requesting reinstatements	Accounts receivable	Phone:1-888-686-9807	n/a	8 a.m. - 4:30 p.m. PT
Forms and supplies		Web: anthem.com/ca		

You can also access your account 24/7 at EmployerAccess and/or reach us at [small.group@anthem.com](mailto:small.group@anthem.com).

### Get instant help with our self-service options

With EmployerAccess, you have password-protected access to real-time information that makes it easy to manage your Anthem account. Our online registration is quick, easy and secure.

Log in to your account to stay up-to-date with the latest information and get access to:

#### Online enrollment

- Enroll new hires
- Manage open enrollment benefits
- Handle membership information maintenance
- Change employee information (such as address or phone number)
- Terminate an employee's and/or their dependent's benefits
- Reinstate employee benefits
- Add dependents to an employee's benefits coverage
- View contract and coverage information (for example, current address, phone number, plan details)
- View employee coverage history from previous years
- Request member ID cards
- Find a Doctor tool to help employees locate a doctor, hospital or other health care provider

#### Online billing

- Receive bills and send payments
- Know when checks will clear so you have control over cashflow
- Review, download and print account statements at your convenience – no waiting for the mail
- Have fraud prevention – no checks get lost
- View, print and download bills
- Pay bills electronically
- Schedule recurring payments
- Manage bank accounts with privacy
- Manage billing email (receive billing notifications)

#### Other information

- View and download activity reports for transactions processed through EmployerAccess
- View and download your company's benefit plans

Want to learn more about EmployerAccess? Give us a call at **1-855-854-1429** and find out how it can help you make managing your account easier and faster.