

Indiana University Administrative Services Provided by Anthem Blue Cross & Blue Shield August 2009

Access to provider national and international provider networks

- Negotiated discounts
- Credentialing of providers
- Provider directories
- Access to international BlueCard provider network

Access to specialty networks

- Mental Health/Substance Abuse Network
- Coronary Services Network
- Human Organ and Tissue Transplant Network

Prescriptions services through Anthem Prescription Management

- Formulary management
- Medical Management
- Quality/Cost Management
- Access to retail pharmacy network
 - negotiated discounts
 - online claim adjudication
- Access to mail order pharmacy services and discounts
- Access to specialty drug services and discounts

Claims processing services

- Claim adjudication
- Coordination of Benefits
- Subrogation
- Medicare crossover processing
- Medicare CMS repayment demand responses
- International claim processing and translation
- HIPAA safeguards

Account management

- Dedicated "hot line" customer service telephonic team
- Dedicated field representative
- Account executive
- Summary and detailed billing
- Underwriting consultation and support

Cost Management

- Hospital audit program
- Eligibility auditing
- Anthem computerized claims rebundling/repricing

Anthem materials, including:

- Claim forms
- Personalized ID card production and mailing
- Explanation of Benefits
- Summary Booklets

Internet Services

- Enrollment online
- My Anthem employee online accounts
- Provider directory lookup
- Prescription formulary look-ups
- Email inquiry services

Enrollment Management Services

- Electronic submission of enrollment information
- Electronic submission of updated eligibility information

Customer Service

- Telephonic inquiry
- HIPAA responses and account setups
- Language services

Health Care Management

- Precertification
- Referrals
- Concurrent review
- Discharge planning

Case Management

- Anthem Medical Policy
- Disease State Management
- Condition Care Management
- Quality Improvement Programs
- IRIS clinical interventions

Account Reporting

- Anthem standard reporting
- Additional custom reporting
- Data Dimensions online standard and ad hoc reporting
- Data Decisions online standard and ad hoc reporting
- Custom data management and data extracts/warehouse
- HIPAA and NYCRA reporting

Benefits administration

- Customized plan definitions and system loads
- Custom benefit limitations and maximums
- standard and custom plan exclusions
- complaint and appeals processing

Use of Blue Cross and Blue Shield brand