Anthem®

Website: www.Anthem.com

Customer Service 1-800-552-9159

Finding Providers and Cost of Care:

In compliance with the Transparency in Coverage Rule, Anthem creates and publishes the Machine-Readable Files (MRF) on behalf of the EPC. Beginning July 1, 2022, Anthem will publish the MRFs for the plans we administer and maintain. These files will be published on anthem.com and will be updated on the first day of each month.

As of July 1, 2022, to link to the Machine-Readable Files, please click on the URL provided   https://www.anthem.com/machine-readable-file/search.

These files follow the Centers for Medicare & Medicaid Services (CMS) defined layout and are in the CMS approved format (JSON) and are not meant for a consumer-friendly search of rates, benefits, or cost sharing. ***Please refer to the member resources available through anthem.com for this information***. Directions for the ***anthem.com*** site can be found here.

Claim Problems, Coverage Questions:

1. Check the website for detailed claim information – it's the quickest way to find out if they've received and processed your claim.
2. Download the Sydney App
3. Call Customer Service – Have your ID Card in hand. You'll need your unique ID number for security purposes.
4. If Anthem is not able to resolve your problem, contact the EPC Benefits Team at 937-890-3725.
5. To get a new ID card – log on to www.Anthem.com. If you have never created a login, use your SSN (no dashes or spaces) as you ID number. Once logged in, you can print the pdf ID card, order a new one, and upload the card to your phone. You can also view your ID card on the Sydney App.