



## Greater Clark County Schools Group # IN2362

### Customer Service:

(Trained to assist in all aspects of customer service; including benefits, claim interpretation and adjustments, and provider issue resolution. This is the same number for coverage reviews and pre-authorizations for Physicians.)

Tel# (833) 578-4441

### Employer Services Representative:

(Designated Representative assists the group contacts with claims questions, accumulations, benefits, escalated issues, or unresolved service issues.)

[Lisa Tanner](#)

Tel# (317) 287-2611  
[ESR-Lisa.Tanner@Anthem.com](mailto:ESR-Lisa.Tanner@Anthem.com)

### Sales Account Representative:

(Employee education meetings, HR Staff training, elevated service issues/trends)

[Holly Petree](#)

Tel# (317) 619-0482  
[Holly.Petree@Anthem.com](mailto:Holly.Petree@Anthem.com)

### Account Manager:

(Reporting on plan performance, renewal, benefit changes, contract modifications)

[Karen Fox](#)

Tel# (317) 450-1982  
[Karen.Fox@Anthem.com](mailto:Karen.Fox@Anthem.com)

### Sales Assistant:

(Reporting help, assists Account Manager with duties as assigned)

[Lisa Callaway](#)

[Lisa.Callaway@Anthem.com](mailto:Lisa.Callaway@Anthem.com)

### Health Promotions Manager:

(Reporting help, assists Account Manager with duties as assigned)

[Jennifer Nance](#)

Tel# (317) 677-3116  
[Jennifer.Nance@ElevanceHealth.com](mailto:Jennifer.Nance@ElevanceHealth.com)

### Enrollment:

(Assists with enrollment changes/corrections or new enrollments, including Anthem enrollment forms, change forms, Cobra elections and member terminations)

Anthem Membership  
P.O. Box 659802  
San Antonio, TX 78265-9102

Fax# (801) 252-4292  
[AnthemWGSLargeGrpEnrollment@Anthem.com](mailto:AnthemWGSLargeGrpEnrollment@Anthem.com)

**If your inquiry is URGENT and an access to care issue, please make sure to write "Your Group Name, Case ID, Urgent – Access to Care" in the subject line of your email and send with importance.**

For membership questions:

Tel# (888) 290-9159  
[LGEBServicesInquiries@Anthem.com](mailto:LGEBServicesInquiries@Anthem.com)



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**ASO Billing Specialist (if applicable):**  
(Dedicated point of contact for billing needs/questions)  
Please see current invoice

**Electronic Enrollment Transmission (EET) File Feed Specialist:**  
(Assists with all vendor file feed issues and questions)  
Corrine Wurst

[Corrine.Wurst@Anthem.com](mailto:Corrine.Wurst@Anthem.com)

**Additional Resources Available:**

**Employer Access Helpdesk:**  
(For help with password resets, access issues and login issues)

Tel# (866) 755-2680  
[Midwest.Employer.Maintenance@Anthem.com](mailto:Midwest.Employer.Maintenance@Anthem.com)

**Employee Access Helpdesk:**  
(For help with password resets, access issues and login issues with the member portal and the Sydney Health mobile app)

Tel# (866) 755-2680  
[Elevance.WebSupport@ElevanceHealth.com](mailto:Elevance.WebSupport@ElevanceHealth.com)

**Travel Concierge:**

Tel# (800) 810-2583

**24/7 NurseLine:**

Tel# (800) 337-4770

**Dental**

**Customer Service:**

Tel# (844) 729-1565

Claims & Inquiries  
P.O. Box 188  
Minneapolis, MN 55440

**Enrollment:**  
(Assists with enrollment inquiries)

Tel# (800) 928-6459  
[Enroll@AnthemDentalAdmin.com](mailto:Enroll@AnthemDentalAdmin.com)

**Billing:**  
(Assists billing questions and copies of bills)

Tel# (877) 606-3409  
[AskBilling@AnthemDentalAdmin.com](mailto:AskBilling@AnthemDentalAdmin.com)

**Employer Customer Service:**

Tel# (877) 567-1799

**Blue View Vision**

**Member Services:**

Anthem Blue View Vision  
P.O. Box 8504  
Mason, OH 45040-7111

Tel# (866) 723-0515  
Fax# (866) 293-7373  
[VisionESR-BlueViewVision@Anthem.com](mailto:VisionESR-BlueViewVision@Anthem.com)