

# GBS email box guidelines

## **Pertinent information needed to research inquiries and ensure accurate responses:**

Our emails will be audited just as the calls we receive, therefore we need to make sure we have all pertinent information in order to answer the questions in its entirety. Below is a listing of what is needed in each email:

**Requestor First/Last name** (not optional):

**Broker Number** (not optional for broker):

**Agency Name** (not optional for broker):

**Broker First/Last name** (not optional if different then requestor):

**Group Number** (not optional):

**Group Name** (not optional):

**Policy Holder First/Last name** (not optional):

**Policy Holder Date of Birth** (not optional, if applicable):

**SSN/HCID#** (not optional):

**Dependent First/Last Name** (not optional, if applicable)\*:

**Dependent Date of Birth** (not optional, if applicable)\*:

**Claims information** (not optional, if applicable):

Date of service:

Total amount:

Provider name:

**Inquiry Type:** Membership, Billing, Benefits, Claims

**Inquiry comments** (not optional): To better respond within a 48 hour timeframe please do not just forward a string of emails. It is up to the requestor to decipher what is being asked and to pose the question to the email box.

**\* The first/last name and date of birth is always required for the person (s) the information is being given about**

## **Mailbox:**

### **Small Group ACA**

[GBSACA-Anthem@anthem.com](mailto:GBSACA-Anthem@anthem.com)

### **Mid-Size and Large Group**

[GBS-Anthem@anthem.com](mailto:GBS-Anthem@anthem.com)

## **Guidelines:**

- This email box is for the sole purpose of allowing brokers and group administrators to send email questions in regards to claims, benefits, membership, billing, products, etc.
- This is not to be used to send regular enrollments, changes, group paperwork, etc. Any normal enrollments should be sent through normal channels already in place.

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- If the inquiry has been sent to the mailbox please do not call in about the same inquiry.
- If you are not getting the responses needed, please contact Elaine McLaurin, [elaine.mclaurin@anthem.com](mailto:elaine.mclaurin@anthem.com) and Michelle Brown, [michelle.brown@anthem.com](mailto:michelle.brown@anthem.com).
- Any email sent after 3pm will be considered next business day, please allow 48 hours for your inquiry to be responded to.
- If you have an urgent situation type URGENT in the subject line, please allow 24 hours for your inquiry to be responded to.
  - o Prescription needed
  - o Medical services needed
  - o Past the effective date and the information was submitted prior
  - o Attempted to resolve the issue prior with no resolution
- If your inquiry requires an immediate response, please contact the GBS team at the numbers below:
  - Mid-Size and Large Group 1-800-533-4108 (brokers) or 1-800-451-1527 (group administrators)
  - Small Group 1-855-250-7765 (brokers and group administrators)