

Changes and enhancements to Group Broker Services email addresses

June 30, 2017

Group employer decision makers will now be able to use the same process as brokers to send membership, billing, benefit and claim inquiries through email. Group brokers and employers will use the same email box based on the group's market segment. The shared box will have a different address than you've used in the past. Make sure you update your contact list with the new addresses right away.

Here's what you'll need to do:

For Mid-size and Large Groups —

- Delete brokergbs-anthem@anthem.com from your contact list
- Add GBS-Anthem@anthem.com to your contact list

For Small Groups (2-50 employees) —

- Delete BrokerACAGBS-Anthem@anthem.com from your contact list
- Add GBSACA-Anthem@anthem.com to your contact list

Want a speedy response to your emails?

Just like always, we'll be able to help you more quickly, if you send all requested verification and authentication information with your initial request. It's required information, and we can't release PHI without it. Here are some resources to help you get us the required information:

- [Email Box Guidelines](#)— lists all pertinent information we need to research inquiries.
- [Email Box Verification Authentication Form](#) — complete and attach this form to each request to make sure you aren't missing any important details.

Important note: When sending the Email Box Verification Authentication Form be sure to send it "secure" since the importation will include PHI.

If you have questions about the enhancements, please contact Broker Services.

This article applies to:

- Virginia
- Small Group and Large Group