

Celia Thibodeau
Gate of Hope Center for Acupuncture

It is time that Anthem step up to the plate and change their system to be more conducive to payments for practitioners. I have spent hours resending forms, on hold waiting for a representative and being told that the claim is already paid when it has not been paid. I wait 4-6 weeks in most cases for payment and am trying to resolve claims that go back to 4/20! No one seems to listen which is sad and frustrating. I have contacted the VP of Provider Relations and my claim was escalated, however, no one really reads! I received the same answer that I got back in December....yet still no payment.

Please help us to get paid in a timely manner without all the extra work involved with claim submission/resolution.