



Key Contact Information & References

SOMOS Provider Service Call Center & Help Desk <ul style="list-style-type: none">• Claims Processing• Complaints & Grievances• Utilization Management• Network Participation• Performance Reporting	https://somosinnovation.com/contact-us/ Toll-Free Number: (844) 990-0255 (TTY 711) Hours of Operation: M-F, 8am-5pm EST <i>Holidays: New Year's Day, Martin Luther King Jr. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day</i>
SOMOS Compliance and Ethics Hotline	(855) 233-3135 compliance@somosipa.com
Anthem Fraud, Waste, Abuse	(1-800-450-8753 medicaidfraud@anthem.com
Anthem Member Services <i>(including member crisis calls)</i>	(800) 300-8181 (TTY 711)
Anthem Provider Manuals	https://www.anthembluecross.com/provider/policies/manuals/
Emblem Fraud, Waste, Abuse	1-888-4KO-FRAUD (888-456-3728) kofraud@emblemhealth.com
Emblem Member Services	Medicaid/CHP/HARP: (855) 283-2146 (TTY/TDD 711) Essential: (888) 447-7703 (TTY 711)
Emblem Provider Manual	https://emblemhealth.com/providers/manual
SOMOS Care Management	(877) 220-4402 Online Care Management Referrals: https://somosinnovation.com/contact-us/