



When the member contacts the Anthem Customer Service # at 1-800-227-3771, the member would follow the below steps to speak with a representative:

1. Option **"1"** for English
2. When prompted state **"Member"** or press **"1"**
3. Member may enter their SSN
4. Member then enters their date of birth (for general assistance, claims, etc...)\*

\*Note, to speak with a customer service representative, the member may enter "0" then "0" again to be transferred to a customer service representative.