

**VIRGINIA COALITION OF  
PRIVATE PROVIDER  
ASSOCIATIONS**

Commonwealth  
Coordinated Care Plus  
(Anthem CCC Plus)



**Anthem** HealthKeepers Plus  
Offered by HealthKeepers, Inc.

# Our Team

- Keven Schock, Manager, Behavioral Health
- Kimberly White, Manager, Behavioral Health
- Taylor Rhodes, Director – Provider Solutions
- Annette Powell, Behavioral Health Provider Relations Representative



# Our experience

Together, HealthKeepers, Inc. and its Anthem, Inc. health plan affiliates serve more than **6.5 million** people in state-sponsored health plans.

- **Operating in 20 states**
  - A leading provider of health care solutions for public programs
- **Over 25 years in service**
  - Access to high-quality, coordinated care for low-income families, seniors and people with disabilities
- **Serving members with complex needs in eight states**
  - 292,000 members enrolled in long-term services and supports programs



# Your support system

Call Anthem CCC Plus Provider Services at **1-855-323-4687** for assistance with claim issues, member enrollment and general inquiries. Hours of operation are Monday to Friday from 8 a.m. to 8 p.m. ET.

Our Regional Provider Relations team:

John Bachand (Central) [John.Bachand@anthem.com](mailto:John.Bachand@anthem.com)

Beth Condyles (North) [Elizabeth.Condyles@anthem.com](mailto:Elizabeth.Condyles@anthem.com)

Annette Powell (Tidewater) [Annette.Powell@anthem.com](mailto:Annette.Powell@anthem.com)

Deborah Tankersley (Roanoke/SW) [Deborah.Tankersley@anthem.com](mailto:Deborah.Tankersley@anthem.com)



# Our provider website



## Virginia Providers



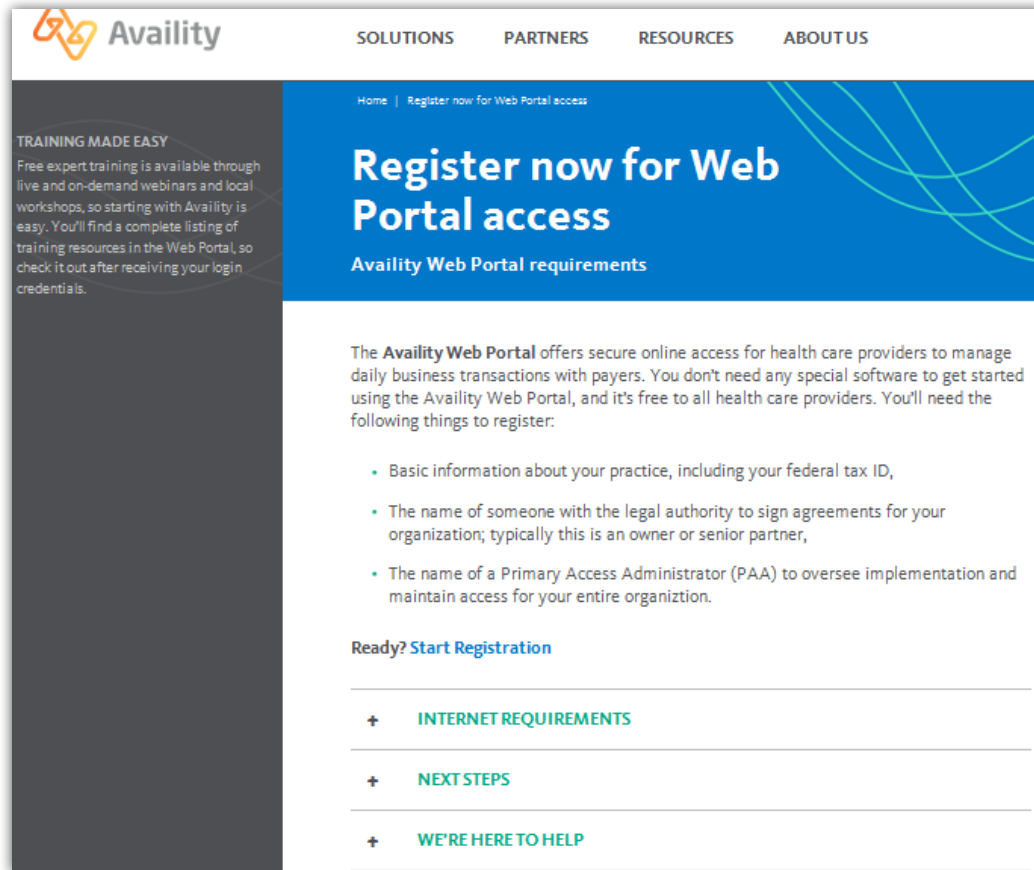
[Login](#) | [Register](#)

- Our provider website is available 24/7 to all providers, regardless of participation status, at **<https://mediproviders.anthem.com/va>**.
- Registration is required to perform many key transactions.
- You'll need a Medicaid ID for HealthKeepers, Inc. to register.



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# Availability (cont.)



The screenshot shows the Availity website's registration page. The header includes the Availity logo and navigation links for SOLUTIONS, PARTNERS, RESOURCES, and ABOUT US. A blue banner at the top right says "Home | Register now for Web Portal access". The main heading is "Register now for Web Portal access" with a sub-heading "Availity Web Portal requirements". A text block explains that the portal offers secure online access for health care providers to manage daily business transactions with payers, and it's free to all health care providers. Below this, a list of requirements is provided:

- Basic information about your practice, including your federal tax ID,
- The name of someone with the legal authority to sign agreements for your organization; typically this is an owner or senior partner,
- The name of a Primary Access Administrator (PAA) to oversee implementation and maintain access for your entire organization.

Below the list, there is a section titled "Ready? Start Registration" with three expandable menu items: "INTERNET REQUIREMENTS", "NEXT STEPS", and "WE'RE HERE TO HELP".

- The registration process is easy.
- Multiple resources and trainings about site navigation are available.




# Contracting/Credentialing


- Contact your regional provider relations representative to initiate the contracting process and/or to inquire about the status of an application.
- HealthKeepers, Inc. credentials health care practitioners, behavioral health practitioners and health delivery organizations (HDOs).
- We notify applicants of their right to review the information submitted supporting their credentialing applications. If credentialing information can't be verified or if there is a discrepancy in the credentialing information obtained, our staff will contact the practitioner or HDO within 30 calendar days of identifying the issue.



# Member ID cards



**Anthem. HealthKeepers Plus**  
Offered by HealthKeepers, Inc.



**Plus**  
Commonwealth  
Coordinated Care Plus  
*Your Health. Your Care.*

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<p>[Member Name] Identification Number</p>	<p>PCP Name PCP Phone Medicaid ID</p>
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<p>Group Number BC/BS Plan Rx Bin Number Rx PCN Number Rx Group Number</p>	<p>HKP00200 923 003858 A4 WQWA</p>	<p>PCP/Specialist \$0/\$0 Outpatient \$0 Inpatient \$0 Emergency \$0 Rx \$0/\$0</p>	
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**Anthem. HealthKeepers Plus**  
Offered by HealthKeepers, Inc.

[www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid)

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<p>Members: When submitting inquiries, always include your identification number from the face of this card. Possession or use of this card does not guarantee payment. In an emergency, go to the nearest facility or call 911.</p> <p>Providers: Please submit claims to your local BCBS plan. To ensure proper claims processing, please include the 3-digit alpha prefix that precedes the patient's identification number listed on the front of this card.</p> <p>Claims Filing Address: Post Office Box 27401 Richmond, VA 23279</p> <p>[VA28]</p>	<table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 70%;">Member Services:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>Provider Services:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>Care Coordinator:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>TTY:</td> <td style="text-align: right;"><b>711</b></td> </tr> <tr> <td>24/7 NurseLine:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>Mental Health Services:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>Authorization:</td> <td style="text-align: right;"><b>1-855-323-4687</b></td> </tr> <tr> <td>Smiles for Children*:</td> <td style="text-align: right;"><b>1-888-912-3456</b></td> </tr> <tr> <td>Transportation Service:</td> <td style="text-align: right;"><b>1-855-253-6861</b></td> </tr> <tr> <td>Rx Services:</td> <td style="text-align: right;"><b>1-800-824-0898</b></td> </tr> </table> <p>*Contacts directly with this group</p> <p>HealthKeepers, Inc. P.O. Box 27401 Mail Drop VA2002-N500 Richmond, VA 23279</p> <p>HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.</p>	Member Services:	<b>1-855-323-4687</b>	Provider Services:	<b>1-855-323-4687</b>	Care Coordinator:	<b>1-855-323-4687</b>	TTY:	<b>711</b>	24/7 NurseLine:	<b>1-855-323-4687</b>	Mental Health Services:	<b>1-855-323-4687</b>	Authorization:	<b>1-855-323-4687</b>	Smiles for Children*:	<b>1-888-912-3456</b>	Transportation Service:	<b>1-855-253-6861</b>	Rx Services:	<b>1-800-824-0898</b>
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# Submitting claims

We accept paper claims, but we encourage you to submit claims on our website or using electronic data interchange (EDI):

- Submit both *CMS-1500* and *UB-04* claims on our website.
- Submit 837 batch files and receive reports through the website at no charge. You must register for this service first.
- Use a clearinghouse via EDI.

For paper claims, submit a properly completed claim for all services performed or items/devices provided to:

HealthKeepers, Inc. for Anthem CCC Plus  
Claims  
P.O. Box 27401  
Richmond, VA 23279



# Electronic payment services

Want to enroll, update or change your electronic payment services?

For...	Go to...
ERAs only	<a href="http://www.anthem.com/edi">www.anthem.com/edi</a>
EFTs and ERAs (both) or EFTs only	<a href="https://solutions.caqh.org/bpas/Default.aspx">https://solutions.caqh.org/bpas/Default.aspx</a> 

EDI Hotline: **1-800-590-5745**

# Preauthorization and notification

We have a Precertification Lookup Tool on our provider website at <https://mediproviders.anthem.com/va/pages/pluto.aspx>. Use our Precertification Lookup Tool to:

- Determine if a service requires preauthorization.
- Find additional information regarding preauthorization for durable medical equipment, vision, transportation and other ancillary services.
- Search by your market, the program in which the member participates or the CPT code. If you don't know the exact code, you can also search by description.



# Preauthorization requests

You can fax preauthorization requests to **1-800-964-3627** for initial, inpatient admissions and outpatient services. However, please note these exceptions:

- **1-844-864-7858** - Home Health, Skilled Nursing, Therapies, Hospice, DME, EPSDT, and Outpatient Services
- **1-866-920-4095** for concurrent review clinical documentation (inpatient),
- **1-844-864-7853** for LTSS services including Nursing Home Custodial Care, PERS, PCA, Respite Care, and Adult Day Care
- **1-866-920-4095** for Long Term Acute Care, Acute Inpatient Rehabilitation and SNF
- **1-877-434-7578** for BH Inpatient
- **1-800-505-1193** for BH Outpatient (including CMHRS)

You may also call Anthem CCC Plus Provider Services at **1-855-323-4687**. Or if the authorization request is for radiology services being offered by AIM Specialty Health, submit a request at **[www.providerportal.com](http://www.providerportal.com)** or call **1-800-714-0040**.



# Care coordination and the interdisciplinary care team (ICT)

Each Anthem CCC Plus member has a care manager and an ICT that provides person-centered coordination and care coordination for members. The ICT consists of the following:

- Member and/or his or her designee
- Designated care manager
- Primary care physician
- Behavioral health professional
- Member's home care aide or LTSS provider
- Other providers, either as requested by the member or his or her designee, or as recommended by the care manager or primary care physician and approved by the member and/or his or her designee



# Key contact information

- Anthem CCC Plus Provider and Member Services: **1-855-323-4687**
- 24/7 NurseLine: **1-855-323-4687 (TTY 711)**
- Preauthorization phone: **1-855-323-4687**
- Preauthorization fax:
  - **1-800-964-3627** for Inpatient admissions/ Outpatient services
  - **1-888-280-3725** for therapies, home health, DME and discharge planning.
  - **1-888-280-3726** for concurrent review clinical documentation (inpatient).
  - **1-844-864-7853** for Long Term Services and Supports
  - **1-877-434-7578** for BH Inpatient
  - **1-800-505-1193** for BH Outpatient (including CMHRS)
- Pharmacy preauthorization phone: **1-855-577-6317**
- Website: **<https://mediproviders.anthem.com/va>**
- Paper claims submission:

HealthKeepers, Inc. for Anthem CCC Plus  
Claims

P.O. Box 27401  
Richmond, VA 23279



# Questions?



Questions can also be emailed to **[valtssproviders@anthem.com](mailto:valtssproviders@anthem.com)** and a Provider Relations representative will respond directly.

