

This is an update about information in the provider manual. For access to the latest manual, go online to <https://mediproviders.anthem.com/va>.

Addiction and Recovery Treatment Services (ARTS) program FAQ

What does the acronym ARTS represent?

Virginia's Department of Medical Assistance Services (DMAS) has introduced the Addiction and Recovery Treatment Services program.

What is the ARTS program?

The ARTS program is an expansion of substance abuse (SA)-covered services traditionally managed by Magellan that will require HealthKeepers, Inc. to provide a variety of community-based addiction and recovery treatment services to Anthem HealthKeepers Plus members.

There are several changes to the program including:

- The current SA services covered under Magellan will now be managed by HealthKeepers, Inc. for Anthem HealthKeepers Plus members. These services include SA day treatment, SA intensive outpatient, opioid treatment, SA case management and residential treatment for pregnant women.
- Several new services have been added for Anthem HealthKeepers Plus members, including inpatient/residential SA detox, SA residential for all members and SA peer supports.
- Rates have been significantly increased for several services.

What are the services offered under the ARTS program?

Service type	Setting
Inpatient acute detox	Acute medical hospital
Inpatient subacute detox	Psychiatric hospital or residential facility
SA residential treatment	Facility
SA partial day treatment	Outpatient facility
SA Intensive Outpatient	Outpatient facility or professional provider
Methadone	Professional provider
Medication-assisted treatment (opioid treatment)	DBHDS licensed OTP clinic or professional provider setting (MDs only Suboxone)
SA case management	Outpatient facility or professional provider
SA peer support	Outpatient facility or professional provider

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What type of treatment do patients receive under the various service categories?

- Inpatient acute, subacute and residential treatment services:
 - Offered in a hospital inpatient or community setting where patient is admitted for detox or treatment.
 - Prior authorization is required.
- Substance abuse partial day/hospitalization treatment services:
 - Typically offered in an outpatient hospital setting where patients receive 20 or more hours of clinically intensive programming per week to obtain stabilization. A planned format of individual and family therapy; doctor consult; direct access to psychiatric, medical and laboratory and toxicology services; and close coordination with appropriate intensive levels of care, comprehensive biopsychosocial assessments and supportive housing services.
 - Provider types that offer the service under this program are a team of credentialed addiction treatment professionals including licensed counselors, social workers, certified addiction registered nurses, psychologists and physicians.
 - Prior authorization is required.
- Intensive outpatient treatment services:
 - Offered in outpatient professional provider setting to patients receiving counseling and medication management for a minimum of three hours a day (two hours for adolescents) and nine hours a week (six hours for adolescents).
 - Prior authorization is required.
- Methadone treatment services:
 - Offered in DBHDS-licensed opioid treatment programs including medication and counseling.
- Medication-assisted treatment services:
 - Also referred to as Suboxone, treatment is typically offered in an outpatient clinic or professional provider setting to assist patients with opioid withdrawal or maintenance in a controlled environment. These services can be administered by a clinic contracted as a facility or by a professional provider, usually a medical doctor who has received approval from the Drug Enforcement Agency to offer these services.
 - Prior authorization is required.

What is the effective date of these new services?

April 1, 2017 (Peer support will begin July 1, 2017.)

Who is eligible to receive these new services?

Anthem HealthKeepers Plus members.

What are the preauthorization requirements for these services?

Prior authorizations will be required for most services under this program. Providers should contact HealthKeepers, Inc. for behavioral health prior authorization. Fax all requests that require precertification to:

- Inpatient: **1-877-434-7578**
- Outpatient: **1-800-505-1193**

What clinical review criteria will be used to determine eligibility and approval for specific levels of care?

The American Society of Addiction Medicine (ASAM) criteria is a widely used and comprehensive set of guidelines used for placement, continued stay and transfer/discharge of patients with addiction and co-occurring conditions.

General overview of ASAM levels	
Level of care	Type of service
1.0	Outpatient services
2.1	Intensive outpatient services
2.5	Partial hospitalization/outpatient managed withdrawal
3.1	Clinically managed, low-intensity residential services
3.3	Clinically managed, population-specific, high-intensity residential services for those with cognitive impairments
3.5	Clinically managed, population-specific, high-intensity residential services — 24-hour care
3.7	Medically monitored intensive inpatient services — 24-hour nursing care with physician availability
4.0	Medically managed intensive inpatient services — 24-hour nursing care and daily physician care, counseling available, severe unstable withdrawal

What are the credentialing requirements for providers under the various categories or levels of treatment?

HealthKeepers, Inc. will follow their standard credentialing practices for the ARTS program.

Professional provider contracting: opioid treatment services

Medical doctors are the only approved provider types who can offer and receive direct reimbursement for opioid withdrawal treatment. Doctors must obtain approval from the Drug Enforcement Agency and receive a designation to offer these services. Doctors must also be credentialed by HealthKeepers, Inc. and sign a participation agreement for the Anthem HealthKeepers Plus program to treat these members and receive direct reimbursement.

Physicians who meet the approved criteria can contact a Provider Network manager (see listing below) directly to inquire about network participation.

Facility contracting

Organizations/programs that offer services rendered in a facility setting or are deemed facility-type contracts should contact the Facility Network Management area directly for contracting and credentialing requirements. The point of contact for those inquiries is Linda Calhoun at **1-804-354-2634**.

What are the reimbursement levels for the various services?

DMAS rates will be applied to the ARTS program for Medicaid-covered services. For specific questions related to reimbursement, providers should contact Provider Services at **1-800-901-0020**.

Physician Provider Network managers

Responsible for all network-participating medical doctors, doctors of osteopathic medicine, doctors of podiatric medicine and behavioral health providers throughout Virginia and contiguous cities/counties in the District of Columbia, Maryland, West Virginia, Tennessee, Kentucky and North Carolina:

- **Central region and North Carolina contiguous counties**
 - Cynthia Beadle: **1-804-354-2426**/cynthia.beadle@anthem.com
 - Virginia: Western Henrico County
 - Key groups: KidMed; Neurosurgical Associates; Richmond Eye Associates; Richmond Surgical Group, Inc.; Tuckahoe Orthopedics; Virginia Cardiovascular Specialists; and Virginia Women's Center
 - Linda Boynton: **1-804-678-0404**/linda.boynton@anthem.com
 - Virginia: Chesterfield County
 - Key groups: Commonwealth Anesthesia Associates; Commonwealth Primary Care; Richmond Bon Secours-owned practices; Richmond HCA-owned practices; Virginia Eye Institute (VEI); and Virginia Physicians, Inc. (VPI).
 - Vanessa Lacey: **1-804-354-7812**/vanessa.lacey@anthem.com
 - Virginia: Caroline, Fredericksburg, King George, Stafford and Spotsylvania
 - Key groups: Allergy Partners; Anesthesia Healthcare Partners; ECI (Virginia Emergency Physicians, LLC); Fall Line Emergency Physicians; Hospitalists of Virginia, LLP; MediCorp Health Systems; MediDoctors, LLC; Sentara Pratt Medical Group; Richmond Cardiology; Rolph Emergency Physicians; Sheridan Anesthesia Services; Sheridan Children's Healthcare; Skipwith Road Emergency; Virginia Medical Group; and Virginia Surgical Associates
 - Adriene Ellis: **1-804-354-2721**/adriene.ellis@anthem.com
 - Virginia: Hanover (except Mechanicsville), Richmond/Henrico — North of the James River (ZIP codes 23219, 23220, 23221, 23226, 23227, 23228,

23230); Richmond — South of the James River (ZIP codes 23224, 23225); Eastern Henrico County (ZIP codes 23075, 23150, 23222, 23223, 23231, 23250)

- Key groups: Commonwealth Perinatal Associates; Dermatology Associates of Richmond; Pulmonary Associates of Richmond; Region 10 CSB; Richmond Pediatric Associates; Virginia Diabetes & Endocrinology; Virginia ENT; Virginia Physicians for Women; West End OB
- Kathy Nixon: **1-804-354-3996**/kathy.nixon@anthem.com
 - Virginia: (non-UVA) Albemarle, Charlottesville Fluvanna, Goochland, Greene, Louisa, Madison, Nelson, Orange and Mechanicsville
 - Key groups: Anchor Healthcare, PLC (all locations); Charlottesville Gastroenterology; Family Medicine of Albemarle; Jefferson OB/GYN; Sentara Martha Jefferson Medical Group (all locations); Pediatric Associates of Charlottesville; Ashcake Family Physicians; Commonwealth Counseling; Hanover Family Physicians; Mechanicsville Medical Center; Premier Healthcare Associates, Inc.; Richmond Plastic Surgeons, Inc.
- Tonya Goodson: **1-804-354-2565**/tonya.goodson@anthem.com
 - Virginia: Amelia, Brunswick, Buckingham, Charles City, Charlotte, Colonial Heights, Cumberland, Dinwiddie, Emporia, Greensville, Hopewell, Lunenburg, Mecklenburg, New Kent, Nottoway, Petersburg, Powhatan, Prince Edward/Farmville, Prince George, South Hill, Sussex
 - North Carolina: Granville, Northampton, Vance and Warren
 - Key groups: Advanced Orthopedics; Central Virginia Health Services (CVHS); Colonial Orthopaedics; Hanover Anesthesia; Independent Associates; Prime Care Family Medicine; Virginia Cancer Institute (Hematology-Oncology Associates of Virginia); Virginia Urology; West End Anesthesia; and OrthoVA (formerly West End Orthopaedic Clinic)
- Jackie Overton: **1-804-354-7813**/jackie.overton@anthem.com
 - Virginia: No city/county territory
 - Key groups: Chickahominy Family Practice; Children’s Hospital of Richmond at VCU (Physicians Entity); Commonwealth Radiology; Community Medicine UVA LLC; Gastrointestinal Specialists, Inc.; Patient First (all Virginia locations); Radiology Associates of Richmond; Richmond Gastroenterology Associates; UVA Physicians Group (all locations); and VCUHS/MCV Associated Physicians (all locations)
- Arlene Wilkins: **1-804-678-0212**/arlene.wilkins@anthem.com
 - Virginia: All Health Departments statewide and Pediatrics
- **Eastern region and North Carolina Contiguous Counties**

- Allan Benfield: **1-757-597-9104**/allan.benfield@anthem.com
 - Virginia: All behavioral health providers and chiropractors in South Hampton Roads + Peninsula
- Julie McGarrh: **1-757-597-9101**/julie.mcgarrh@anthem.com
 - Virginia: Essex, Gloucester, Hampton, James City County, King and Queen, King William, Lancaster, Mathews, Middlesex, Newport News, Northumberland, Poquoson, Richmond County, Westmoreland, Williamsburg, and York
- Michelle Moore: **1-757-326-5087**/michelle.moore@anthem.com
 - Virginia: Norfolk and the Eastern Shore (to include: Accomack, Northampton, Somerset and Worcester)
- Sandra Ortiz: **1-757-326-5282**/sandra.ortiz@anthem.com
 - Virginia: Chesapeake, Franklin, Isle of Wight, Portsmouth, Southampton, Suffolk and Surry
 - North Carolina: Camden, Currituck, Gates and Hertford
 - All radiology providers in South Hampton Roads, plus all anesthesia providers in South Hampton Roads + Peninsula
- Debbie Tarbay: **1-757-326-5287**/debra.tarbay@anthem.com
 - Virginia: Virginia Beach
- **Northern region; District of Columbia, Maryland, and Contiguous West Virginia**
 - Donna E. Carter: **1-703-227-5315**/donna.carter2@anthem.com
 - Virginia: Alexandria, Clarke, Falls Church, Frederick, Page, Rappahannock, Shenandoah, Warren, Winchester and all Valley Health providers (also known as Valley Physician Enterprise)
 - District of Columbia: All individual doctors, plus George Washington Medical Faculty Associates
 - West Virginia: Berkeley, Hampshire, Hardy, Jefferson and Morgan
 - Gerald Smith: **1-703-227-5308**/gerald.smith@anthem.com
 - Virginia: Arlington, Culpeper, Fairfax County (only Burke and Springfield), Prince William County (only Dale City, Dumfries, Lakeridge and Woodbridge) and all NOVANT and PRIVIA providers
 - Maryland: Prince Georges County
 - Waheeda Taheeri: **1-703-227-5319**/waheeda.taheeri@anthem.com
 - Virginia: Fairfax County (only Annandale, Centerville, Chantilly, Great Falls), Fauquier, Prince William County (only Bristow, Gainesville, Haymarket, Manassas, Nokesville)
 - District of Columbia: Children's National Medical Center
 - Joe Welch: **1-703-227-5317**/joseph.welch@anthem.com
 - Virginia: Fairfax County (only Herndon and Reston), Loudoun

- District of Columbia: MedStar (Georgetown University and Washington Hospital Center)
- Maryland: Calvert, Frederick, Montgomery, St. Mary's and Washington Counties
- Laura Williams: **1-703-227-5318**/laura.williams@anthem.com
 - Virginia: Fairfax City, Fairfax County (only Clifton, Lorton, McLean and Vienna) and the INOVA hospital system doctors
- **Western region; contiguous West Virginia, Kentucky, Tennessee and North Carolina**
 - Melissa Shilling: **1-540-853-5093**/melissa.shilling@anthem.com
 - Virginia: Augusta County and all Augusta Health Care physicians, Bath, Bland, Buchanan, Dickenson, Giles, Highland, Montgomery, Pulaski, Radford, Staunton, Tazewell and Waynesboro
 - West Virginia: McDowell, Mercer, Mingo, Monroe, Pocahontas and Summers
 - Kentucky: Pike
 - Tracey Carlisle: **1-540-853-3072**/tracey.carlisle@anthem.com
 - Virginia: Amherst, Appomattox, Campbell, Danville, Halifax, Harrisonburg, Lynchburg, Pittsylvania, Rockingham, South Boston; all Centra Health physicians
 - West Virginia: Pendleton
 - North Carolina: Caswell and Person
 - Barry Hodges: **1-540-853-5149**/barry.hodges@anthem.com
 - Virginia: Alleghany, Bedford County & City, Botetourt, Buena Vista, Clifton Forge, Covington, Craig, Floyd, Franklin, Henry, Lexington, Martinsville, Patrick, Rockbridge, Roanoke County & City, Salem, Carilion (all locations), HCA (all Western locations), and Lewis-Gale Physicians, Inc. (all locations)
 - West Virginia: Greenbrier
 - North Carolina: Rockingham and Stokes
 - Shari Wyrick: **1-540-853-5036**/shari.wyrick@anthem.com
 - Virginia: Bristol, Carroll, Galax, Grayson, Lee, Norton, Russell, Scott, Smyth, Washington, Wise, Wythe, and Blue Ridge Medical Management
 - Kentucky: Bell, Harlan, and Letcher
 - North Carolina: Alleghany, Ashe, and Surry
 - Tennessee: Claiborne, Hancock, Hawkins, Johnson, Sullivan and Washington

Addiction Recovery Treatment Services program — facility billing information

In order to determine the level of service Anthem HealthKeepers Plus members receive, the Virginia Department of Medical Assistance Services requires the use of modifiers on all claims submitted to HealthKeepers, Inc. for American Society of Addiction Medicine (ASAM) levels 3.3, 3.5 and 3.7.

Required modifiers for each type of service are listed below:

ASAM level of care	Revenue code	HCPCS code	Required modifier	Type of service
3.3	1002	H0010	TG	Clinically-managed and population-specific high-intensity residential services for those with cognitive impairments
3.5	1002	H0010	HA	Clinically-managed and population-specific high-intensity residential services (24-hour care) — adolescents
3.5	1002	H0010	HB	Clinically-managed and population-specific high-intensity residential services (24-hour care) — adults
3.7	1002	H2036	HA	Medically-monitored, intensive inpatient services (24-hour nursing care with physician availability) — adolescents
3.7	1002	H2036	HB	Medically-monitored, intensive inpatient services (24-hour nursing care with physician availability) — adults