

## ***Provider Quick Reference***

### **What is the Commonwealth Coordinated Care Plus (CCC Plus) program?**

HealthKeepers, Inc. has been selected by the Virginia Department of Medical Assistance Services (DMAS) to participate in a new, statewide Medicaid managed long-term services and supports (LTSS) program that will serve approximately 214,000 individuals with complex care needs through an integrated delivery model across the full continuum of care.

Care coordination is at the heart of the CCC Plus high-touch, person-centered program, which is focused on improving quality, access and efficiency.

### **Provider contracting**

Anthem HealthKeepers Plus providers are automatically included in the Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) network.

If you are currently not a participating provider in the Anthem HealthKeepers Plus network, please contact our Network Management team using the contact information below:

<b>Contracting</b>	
Facilities and physicians	Email: <a href="mailto:valtssproviders@anthem.com">valtssproviders@anthem.com</a>
Ancillary providers	Ancillary contracting: <b>1-804-354-2338</b>
LTSS providers	Email: <a href="mailto:valtssproviders@anthem.com">valtssproviders@anthem.com</a>

### **Member eligibility**

Providers can verify member eligibility in several ways:

- Log in to the Virginia Medicaid Web Portal at: [www.viriniamedicaid.dmas.virginia.gov](http://www.viriniamedicaid.dmas.virginia.gov).
- Call the **DMAS automated response system** (ARS) at **1-800-884-9730** or **1-800-772-9996**.
- Log in to <https://www.availity.com>.
- Contact Anthem CCC Plus Provider Services at **1-855-323-4687**.

**<https://mediproviders.anthem.com/va>**

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## **Precertification/notification instructions and definitions**

Follow these instructions to request medical precertification/notification.

- Online: <https://mediproviders.anthem.com/va>

**Please note: LTSS precertifications/preauthorizations for services cannot be made using our online portal.**

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

You may also call Anthem CCC Plus Provider Services at **1-855-323-4687**. Alternatively, 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**.

- Data required for complete precertification/notification include:
  - Member ID number
  - Legible name of referring provider
  - Legible name of individual referred to provider
  - Number of visits/services requested
  - Dates of service
  - Diagnosis
  - CPT code or other code for services to be provided
- Clinical staff is available during normal business hours from 8 a.m. to 6 p.m. ET.
- Clinical information supporting need for services is required for precertification. (*Precertification Request Form* is available online.)

## **Continuity of care**

HealthKeepers, Inc. will honor all previously approved authorizations made by DMAS or the member's previous MCO for the duration of the service authorization or the first 90 calendar days the member is enrolled in Anthem CCC Plus, whichever comes first. If the service authorization ends prior to when the initial health risk assessment (HRA) is completed, the continuity of care period continues until the HRA is completed and a new person-centered individual care plan has been implemented.

**Important contact information and resources**

Care coordination and therapy services:	<b>1-855-323-4687, option 4</b>
Hospital urgent admissions:	<b>1-855-323-4687</b>
Provider Services:	<b>1-855-323-4687</b> member eligibility, Nurse HelpLine
Member Services:	<b>1-855-323-4687</b> <b>1-800-855-2880</b> TTY
Pharmacy Services:	<b>1-855-323-4687</b> via Provider Services <b>1-844-512-7020</b> for Retail Pharmacy or <b>1-844-512-7022</b> for Medical Injectables fax
Durable medical equipment:	<b>1-855-323-4687</b>
Laboratory services:	<b>1-800-762-4344</b> LabCorp
AT&T relay service:	<b>1-800-855-2880</b> English <b>1-800-855-2884</b> Spanish

**Nonemergent transportation**

Transportation reservations: **1-855-253-6861** Monday through Friday,  
 6 a.m. to 8 p.m. ET

**Translation and interpreter services**

For assistance with translation services for your patients, please contact Provider Services at **1-855-323-4687**.

**Dental services**

Dental services are provided through Smiles for Children, a dental benefits administrator contracted with DMAS, for members age 21 and younger. The toll-free number for Smiles for Children is **1-888-912-3456**.

Dental services are not covered by HealthKeepers, Inc. **except** for the circumstances outlined below:

- Resulting from an accident
- Medically necessary procedures for adults or children
- Medically necessary anesthesia and hospitalization services, when determined such services are required to provide dental care

For members over 21 years, upon request, eligible adult Long Term Support Services members will receive routine and preventive dental care including exams, cleanings and X-rays.

## Vision services

Davis Vision Provider Services: **1-800-933-9371**

Monday through Friday,  
8 a.m. to 7 p.m. ET

## Claims submission

Providers have the option of submitting claims electronically or by mail. HealthKeepers, Inc. encourages providers to submit claims electronically because they can:

- Submit claims either through a clearinghouse or directly to HealthKeepers, Inc.
  - Receive payments quickly.
  - Minimize errors.
  - Eliminate paper.
  - Save time and money.

Please note: Members will receive a new alpha-prefix of **VAQ**, which must be used when submitting claims for Anthem CCC Plus members.

## Clearinghouse submissions

Providers can submit electronic claims through electronic data interchange (EDI). Claims must be submitted within 12 months from the date of discharge for inpatient services, 12 months from the date of service for outpatient services, or as otherwise stated in the provider contract.

Providers should check with their clearinghouses to determine the correct payor ID for Anthem HealthKeepers Plus.

For questions, or to start the electronic claims submission process, contact the EDI hotline at **1-800-470-9630**. An **EDI claims submission guide** is located at [https://www.anthem.com/wps/portal/ahpculdesac?content\\_path=e di/noapplication/fl/s0/t0/pw\\_035984.htm&na=e di\\_va&rootLevel=0&label=EDI](https://www.anthem.com/wps/portal/ahpculdesac?content_path=e di/noapplication/fl/s0/t0/pw_035984.htm&na=e di_va&rootLevel=0&label=EDI)

## Paper claims submission

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

There is a filing limit of 365 days from the date of service (unless otherwise stated in your contract).

## Electronic claims submission

It's your responsibility to ensure electronic claims are completed and submitted without rejection to us.

Participating providers can submit claims through the Availity Web Portal. To register for access to Availity, go to [www.availity.com/providers/registration-details](http://www.availity.com/providers/registration-details).

## Member appeals

Appeals initiated by a member or by a provider on the member's behalf are determined by the liable party, not by the initiator. Please refer to the denial letter or explanation of payment issued to determine the correct appeals process to follow. All member appeals should be sent to:

- Address: HealthKeepers, Inc. for Anthem CCC Plus  
 Complaints, Appeals and Grievances Department  
 P.O. Box 61116  
 Virginia Beach, VA 23466-1599
- Phone: **1-855-323-4687**
- Fax: **1-855-856-1724**

## Member ID cards



## Provider Services

Our Provider Services representatives can make sure you have what you need to help improve our members' lives. For more information, contact Provider Services at **1-855-323-4687** or contact your local Provider Relations representative.