

2019 Utilization Management Affirmative Statement concerning Anthem HealthKeepers Plus utilization management decisions

The following statements govern HealthKeepers Inc. as a corporation and as individuals, involved in utilization management decisions:

- Utilization management decision making is based only on appropriateness of care and service and the existence of coverage.
- We do not specifically reward practitioners or other individuals for issuing denials of coverage or care. Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support or tend to support denials of benefits.
- Financial incentives for utilization management decision makers do not encourage decisions that result in underutilization or create barriers to care and service.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or call Anthem CCC Plus at **1-855-323-4687**.

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

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Commonwealth Coordinated Care Plus (CCC Plus) benefits to enrollees. AVA-NU-0141-19 April 2019