

October 22, 2015

Changes to HealthKeepers, Inc. nonemergency transportation partner

We recently announced that beginning **November 18, 2015**, nonemergency transportation services for our Anthem HealthKeepers Plus members will be supported through a new partner. Services eligible for transportation support are not changing. Benefits outlined within the member handbook still apply.

HealthKeepers, Inc. is partnering with patients to ensure that all existing transportation needs are transitioned to the new partner and that the transition is seamless.

As a reminder

- The phone number members call to access transportation benefits is not changing. Members may still call **1-877-892-3988**.
- Appointments scheduled between now and **November 18, 2015**, will be supported by our current partner without issue. No action is needed on behalf of you or the member.
- If transportation has already been arranged for appointments after **November 18, 2015**, we will work with the new partner to transfer those arrangements. You and the member do not need to do anything. The new transportation partner will be in touch with the member before their appointment to confirm arrangements.

If you have any further questions, you can call Provider Services from 8 a.m. to 6 p.m. Eastern time Monday through Friday at **1-800-901-0020**.

Thank you again for your partnership.

Sincerely,

Provider Services