

**December 29, 2015**

**Custom molded orthotics require prior authorization**

Effective **March 1, 2016**, HealthKeepers, Inc. will require prior authorization (PA) for custom molded orthotics for Anthem HealthKeepers Plus members. Custom molded orthotic requests must be reviewed by HealthKeepers, Inc. for PA for dates of service on and after **March 1, 2016**. Please refer to the Provider Self-Service tool for detailed authorization requirements.

Please use one of the following methods to request PA:

- Call Provider Services: **1-800-901-0020**
- Fax: **1-800-964-3627**

If you have questions about this communication, received it in error, or need assistance with any other item, call Provider Services at **1-800-901-0020**.

Website: [www.anthem.com/vamedicaiddoc](http://www.anthem.com/vamedicaiddoc)