

## **Update: electronic visit verification transition period extended**

The Department of Medical Assistance Services (DMAS) announced they have extended the electronic visit verification (EVV) implementation transition period to ensure providers can successfully comply with the EVV requirements. DMAS has extended this period through **March 31, 2020**. During this transition period, agency providers will continue to be reimbursed for Anthem HealthKeepers Plus claims that do not meet EVV compliance requirements by HealthKeepers, Inc.

Based on this recent announcement by DMAS, HealthKeepers, Inc. will continue to accept claims that are submitted using other methods for services delivered before April 1, 2020. HealthKeepers, Inc. will no longer accept claims submitted using any other method for services delivered on or after April 1, 2020.

We continue to encourage you to submit claims through EVV as soon as possible. To get started, contact Tellus at [www.4tellus.com/start](http://www.4tellus.com/start). Prepare for the upcoming change now to avoid a disruption in claims reimbursement and to ensure you are fully operational by the deadline. If you have questions, contact Provider Relations at [AnthemEVVProviders@anthem.com](mailto:AnthemEVVProviders@anthem.com).

We would also like to remind all providers that the Tellus EVV clearinghouse is live, and Anthem HealthKeepers Plus providers are able to begin submitting EVV-compliant claims through the system. Your prior authorizations are also available for viewing on the Tellus website.

If you are using Tellus or another vendor, please ensure you attend Tellus claims training. You can schedule Tellus claims training at [www.4tellus.com/training](http://www.4tellus.com/training).

If you are using Tellus as your EVV vendor, please attend Tellus claims training and start submitting your claims as soon as possible. If you are using a third-party EVV vendor, please ensure your vendor has completed integration with Tellus. Your EVV vendor should email Tellus at [integrations@4tellus.com](mailto:integrations@4tellus.com) to begin the process. If you have not yet selected an EVV vendor, please select a vendor now to ensure you are compliant with the EVV mandate before the deadline.

HealthKeepers, Inc. provides access to the Tellus EVV clearinghouse at no charge for services delivered to our members. This claims system checks the delivered services with the prior authorization and fee schedule as soon as the visit is complete and then prepares the claim for submission. If there is incorrect or incomplete data, office staff can correct it before the claim is submitted. Please attend an upcoming Getting Started with Your Claims Console training session to see how the system works. Visit <https://4tellus.com/training> for the training schedule.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services 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. AVAPEC-2323-19 January 2020