

Reminder: Elderly or Disabled with Consumer Direction Waiver updates

HealthKeepers, Inc. would like to inform Anthem HealthKeepers Plus and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) providers of changes to precertification requirements for pediatric members with waivers.

HealthKeepers, Inc. is aware that on May 1, 2019, the Department of Medical Assistance Services (DMAS) has revised the guidelines around pediatric waiver precertifications.

DMAS, in conjunction with the Centers for Medicare & Medicaid Services, has re-evaluated EPSDT guidelines and determined that all pediatric members that meet waiver criteria will be evaluated using the new Elderly or Disabled with Consumer Direction (EDCD) Waiver guidelines. The most significant changes are that EPSDT guidelines will be used for acute medical needs and the revised EDCD Waiver is geared toward chronic, long-term needs.

We understand that the changes to the EDCD Waiver allow for providers to resubmit precertification requests if they feel that a previous reduction in hours needs to be evaluated, and we want providers, members and their families on the same page regarding precertification requests. Below are a few items to note in order to ensure an effective transition to the new guidelines:

- **Unless there is a documented hardship and significant documented functional change with the member, there will be no changes to the current precertifications and no need to resubmit precertification requests. Resubmitting precertification requests without a documented hardship and status change will only delay clinical staff from reviewing all precertifications timely.**
- **Please do not submit duplicate precertification requests for the same service and member — doing so can delay processing of the request. Our Provider Relations representatives will monitor and educate providers who continue to submit duplicate requests.**
- **Provider Relations will provide ongoing education to ensure that precertification requirements are met. Providers who continue to have issues meeting requirements will be subject to mandatory trainings and/or administrative review.**

To request precertification, you may use one of the following methods:

- Web — Interactive Care Reviewer tool via <https://www.availity.com>
- Fax — **1-800-964-3627**
- Phone — **1-800-901-0020** or **1-855-323-4687** for Anthem CCC Plus

The *Precertification Request Form* is located at <https://mediproviders.anthem.com/va> > Precertification > How to Request Precertification > Forms & Other Resources > *Precertification Request Form*. To get the fastest response on a precertification request:

- Fill out the form online, then print and fax it to ensure legibility.
- Fill out the form **completely** because unanswered questions typically result in delays.
- Access and download the online form each time it is needed (rather than printing and storing) because we revise the form periodically. Outdated forms can delay a request.

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>

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