

Incorrect claims payments alert

Summary: HealthKeepers, Inc. is aware that some Anthem HealthKeepers Plus claims with a remittance date of January 16, 2020, or later have been erroneously paid at \$0.00.

As of January 27, 2020, our systems have been corrected. Claims processed on or after this date should be paid correctly.

How do I know if my claim was affected?

If your claim was erroneously paid or denied, it may have included the following remittance explanation code:

Exp. code	Text
PXN	NetworX Std Fee Sched
G22	Paid at contracted rate

What do I need to do?

If you experienced an incorrect claims payment or denial on or after January, 16, 2020 as a result of this system error, the claim will be recycled with no action needed from the provider.

Appropriate claim payments are already being released this week. All claims affected will be recycled and corrected no later than February 22, 2020.

What if I need assistance?

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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