

Provider Chat — A fast, easy way to have your questions answered

Please note, this communication applies to Anthem HealthKeepers Plus offered by HealthKeepers, Inc.

You now have a new option to have questions answered quickly and easily. With Anthem HealthKeepers Plus Chat, providers can have a real-time, online discussion through a new digital service, **available through Payer Spaces on Availity**.^{*} Provider Chat offers:

- Faster access to Provider Services for all questions.
- Real-time answers to your questions about prior authorization and appeals status, claims, benefits, eligibility, and more.
- An easy to use platform that makes it simple to receive help.
- The same high level of safety and security you have come to expect with HealthKeepers, Inc.

Chat is one example of how HealthKeepers, Inc. is using digital technology to improve the health care experience, with the goal to save you valuable time. To get started, access the service through **Payer Services on Availity**.

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**.

^{*} Availity, LLC is an independent company providing administrative support services on behalf of HealthKeepers, Inc.

<https://medproviders.anthem.com/va>

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