



## **Orthotics to require prior authorization**

### **Summary**

Effective December 1, 2017, orthotics will require prior authorization (PA) for Anthem HealthKeepers Medicare-Medicaid Plan (MMP), a Commonwealth Coordinated Care plan, members. PA reviews will be performed primarily on back, knee, ankle and foot orthoses.

### **What is the impact of this change?**

HealthKeepers, Inc. will require PA for orthotics beginning December 1, 2017. Please refer to the Provider Self-Service tool for detailed authorization requirements. Go to <https://mediproviders.anthem.com/va> > Precertification > Precertification Lookup Tool.

Noncompliance with the new requirements may result in denied claims.

Please use one of the following methods to request PA:

- Web: <https://www.availity.com>
- Fax: **1-800-964-3627**
- Phone: **1-855-817-5788**

Federal and state law, as well as state contract language including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage.

### **What if I need assistance?**

If you have questions about this communication, received it in error or need assistance with any other item, call MMP Customer Care at **1-855-817-5788**.

The information in this bulletin may be an update or change to your provider manual. Find the most current manual at:

**<https://mediproviders.anthem.com/va>**

HealthKeepers, Inc. is a health plan that contracts with both Medicare and the Virginia Department of Medical Assistance Services to provide benefits of both programs to enrollees. HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association.