

Quick Reference Guide Virginia Anthem HealthKeepers Plus (Medicaid)	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings
General Provider Training Inquiries	Provider.training@carelon.com
Customer Service	Please call the phone number on the back of the Member ID card.
Carelon Behavioral Health National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday
Claim Submission	<p>Please utilize the Availity portal, www.Availity.com or your existing clearinghouse.</p> <p>Anthem HealthKeepers Plus phone number: 1-800-901-0020 Anthem CCC Plus phone number: 1-855-323-4687</p>
Claims Status Inquiry	<p>Providers can check the status of claims by logging in at https://mediproviders.anthem.com/va or calling Anthem HealthKeepers Plus Provider Services at 1-800-901-0020 or Anthem CCC Plus Provider Services at 1-855-323-4687.</p> <p>Providers can also use the claims status information for accepted and rejected claims that were submitted through a clearinghouse. Providers can check claims status by logging in to Availity and selecting Claims & Payments > Claims Status Inquiry.</p>
Claim Issue Resolution	<p>We have several options to file a claim payment dispute:</p> <ul style="list-style-type: none"> • Verbally (for reconsiderations only): Call Provider Services at 1-800-901-0020 (Medallion) or 1-855-323-4687 (Anthem CCC Plus). • Online (for reconsiderations and claim payment appeals): Use the secure Provider Availity Payment Appeal Tool at https://www.availity.com. Through Availity, you can upload supporting documentation and will receive immediate acknowledgement of your submission. You do not need to attach a Claim Information/Adjustment Request 151 Form for Medicaid Claims or a claim payment appeal form when using Availity. • Written (for reconsiderations and claim payment appeals): Mail all required documentation (see below for more details), including the Claim Information/Adjustment Request 151 Form for Medicaid Claims to: HealthKeepers, Inc. Payment Appeals Unit P.O. Box 61599 Virginia Beach, VA 23466-1599



	<p>Please submit reconsiderations on the Claim Information/Adjustment Request 151 Form for Medicaid Claims. The Claim Information/Adjustment Request 151 Form for Medicaid Claims can be found on www.anthem.com.</p> <p>From menu at the top of the page, select Providers and then select Provider Overview. Select the Find Resources for Your State button and select Virginia. Select Answers@Anthem (top menu), and pick Provider Forms. From this page you can select the Claim Information/Adjustment Request 151 Form for Medicaid Claims. Submit written claim payment appeals via a written letter.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status. If unable to utilize the Availity portal, please call the Provider Services number on the back of the Member ID Card and select the <i>Claims</i> prompt.</p> <p>If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at 1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.</p>
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Notification/Pre-certification	<p>Anthem HealthKeepers Plus phone: 1-800-901-0020 Anthem CCC Plus phone: 1-855-323-4687 Case management: 1-844-533-1994 Utilization management: 1-844-533-1994 Inpatient fax: 1-844-445-6646 Outpatient fax: 1-844-445-6642</p>
Eligibility & Benefits	<p>Anthem HealthKeepers Plus phone: 1-800-901-0020 Anthem CCC Plus phone: 1-855-323-4687</p>
Provider Demographic Changes	<p>All provider demographic updates should be sent via the Carelon Behavioral Health provider portal and the provider's CAQH profile. When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.</p>
Policies, Guidelines & Manuals	https://providers.anthem.com/virginia-provider/resources/manuals-and-guides
Provider Forms	https://providers.anthem.com/virginia-provider/resources/forms
Claims Overview	https://providers.anthem.com/virginia-provider/claims
Provider Experience Associate	NetworkIntegration.VA@carelon.com