



New Strategic Provider System will launch in June 2021

This communication applies to:

- Anthem HealthKeepers Plus members covered by HealthKeepers, Inc.
- Medicare Advantage members covered by Anthem Blue Cross and Blue Shield (Anthem)
- Members of our commercial plans covered by Anthem.

In June, Anthem will replace its legacy internal provider data management system for Virginia providers. This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience. New system features strengthen Anthem's ability to match submitted claims for more accurate pricing and processing.

System upgrades special notice

Anthem will be implementing system upgrades <<insert date> through <<insert date>>. Provider updates submitted during this time will be processed after <<insert date>>. We appreciate your patience as we upgrade our systems.

Next Steps: New Provider Data Management coming soon

Beginning in August, the second phase of our improvement will be integration with Availity's Provider Data Management (PDM) functionality, which will roll out in phases. Through this tool, providers can view, maintain, update, and attest provider demographic information is accurate for Anthem (and other health plans) in one easy-to-use portal. This service will replace Anthem's *Provider Maintenance Form* in the coming months. The PDM service also features a simplified *quick verification* process, which enables providers to complete the required verifications online – eliminating the need to fax or email or use separate online forms.

Get ready for the change today

If your organization is not already registered on Availity Portal*, we strongly encourage you to get started right away. Your organization's designated administrator can go to <https://www.availity.com> to register and to find other helpful information about using Availity. Availity is Anthem's secure provider portal platform where providers you can enjoy the convenience of digital transactions including prior authorization submission, claims submission and benefit and eligibility look-up.

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Indiana: Anthem Insurance Companies, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc., dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. Anthem Blue Cross and Blue Shield, and its affiliate HealthKeepers, Inc., serving all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123, are independent licensees of the Blue Cross Blue Shield Association. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), underwrites or administers PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare Health Services Insurance Corporation (CompCare) or Wisconsin Collaborative Insurance Corporation (WCIC). CompCare underwrites or administers HMO or POS policies; WCIC underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association.

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Reminder about critical billing requirements

Anthem will deny claims submitted without a billing national provider identifier (NPI). Submitting claims with complete and correct data is critical to ensure Anthem is able to process your claims efficiently and accurately. All data fields on claims are used when building your claim record. Review your billing practices carefully to ensure provider tax identification number (TIN), billing national provider identifier (NPI), taxonomy code, and servicing provider information (if applicable) are submitted in the appropriate fields.