

## Updating member information

Please note, this communication applies to Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.

Virginia will soon start to review Medicaid members' health coverage. The state will **not** cancel or reduce coverage for Medicaid members without asking for updated information, but they need your help to make sure this is a smooth process. **You can take steps now to make sure your patients receive information needed to renew coverage.**

### What Medicaid members can do:

- Members can call HealthKeepers, Inc. at **855-323-4687** to update their address.
- Members can also make updates:
  - Online at [commonhelp.virginia.gov](https://commonhelp.virginia.gov).
  - By calling their local Department of Social Services.

Members can take action when they receive official notices from Virginia Medicaid, other state agencies, community groups, or healthcare providers asking members to:

- Update contact information (mailing addresses and phone numbers).
- Respond to notices/renewals to confirm that they are eligible.
- Use coverage to catch up on preventative or delayed care.

To learn more about Virginia's plans, visit the Cover Virginia website at [coverva.org](https://coverva.org).

If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.



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To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/2XEUr24>).



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