



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

State communication

A message from Department of Medical Assistance Services

DMAS MEMO: Medicaid Enterprise System

This is an update for managed care network providers about the new Medicaid Enterprise System (MES).

Managed Care-Only Network Providers

Providers who are contracted exclusively with Medicaid managed care network plans and **do not** serve fee-for-service members do not need to take action in preparation for MES at this time. Providers who serve **only** Medicaid members in managed care health plans will begin enrolling in the new Provider Services Solution (PRSS) portal in June 2022. Providers will access PRSS through the new MES website.

To ensure a smooth process, we are scheduling enrollments in phases for managed care-only providers.

Your managed care organization(s) will send you a schedule in the coming months telling you when to take this action. You will only need to enroll once even if you participate in more than one managed care network.

Dually Enrolled Providers

Providers who are dually enrolled with the Virginia Medicaid agency to serve fee-for-service members and also contract with managed care health plans to serve managed care members are **already receiving separate instructions** from the Department of Medical Assistance Services on how to prepare for the launch of MES on April 4, 2022.

These providers will not need to re-enroll or take any additional steps to enroll in the PRSS system at this time. Providers who were active as primary account holders in the current Medicaid Management Information System (MMIS) will receive new credentials for MES this month. We will provide additional instructions soon on this process.

We strongly encourage these primary account holders to establish delegates and delegate administrator access for the provider before the April 4 MES launch. Providers who do not receive primary account holder credentials can request an account by filling out a form that will be available on the MES website beginning March 21.

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

HealthKeepers, Inc. is an independent licensee of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. Anthem HealthKeepers Plus, offered by HealthKeepers, Inc., is a health plan that contracts with the Virginia Department of Medical Assistance Services to provide Commonwealth Coordinated Care Plus (CCC Plus) benefits to enrollees.

AVA-NU-0483-22 March 2022