



Provider Services Solution enrollment for MCO-only providers

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

In April 2022, the Virginia Department of Medical Assistance Services (DMAS) launched a new website to manage provider enrollment — the Provider Services Solution (PRSS). Medicaid providers will use the PRSS website, located on the Medicaid enterprise system (MES) website, to complete enrollment and maintenance processes. This platform will be more efficient and make it easier for you to access the information you need as a Medicaid provider. All Medicaid managed care network providers must enroll through PRSS to satisfy and comply with federal requirements in the *21st Century Cures Act*. **Those network providers who are currently enrolled as FFS in Medicaid do not have to re-enroll in PRSS.**

This communication only applies to providers that *have not already* enrolled with DMAS or Behavioral Health providers *not already enrolled* with Magellan BHS

As an Anthem HealthKeepers Plus participating provider, you will need to initiate enrollment through the new PRSS enrollment wizard. Go to *Enroll as a new provider, or check your enrollment status*. Only one enrollment application is necessary in PRSS, even if you participate with more than one MCO. The application process allows for selection of one or more MCO plans. Once approved, providers will need to create a PRSS website online account to revalidate their enrollment, make changes to personal or business information, and check member eligibility. You may be asked to provide evidence of your submission. **You can find helpful training resources on the MES website.**

Beginning June 1, 2022 in-state providers will begin enrolling in a phased in approach by region following the below:

Launch date	Region of Virginia
June 1, 2022	Priority hospitals, nursing facilities, residential treatment facilities, and pharmacies within Virginia
July 1, 2022	Far Southwest
August 1, 2022	Charlottesville — Western
August 1, 2022	Roanoke-Alleghany
September 1, 2022	Tidewater
September 1, 2022	Charlottesville- Western
October 1, 2022	Northern Virginia
October 1, 2022	Tidewater
October 1, 2022	Charlottesville - Western
November 1, 2022	Northern Virginia

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

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Launch date	Region of Virginia
November 1, 2022	Tidewater
December 1, 2022	Northern Virginia
January 1, 2023	Central
January 1, 2023	Northern Virginia
February 1, 2023	Central
February 1, 2023	Northern Virginia
March 1, 2023	Central

Questions?

Contact PRSS Provider Enrollment Helpline at **804-270-5105** or **888-829-5373** and Provider Enrollment email address at vamedicaidproviderenrollment@gainwelltechnologies.com. If you have questions related to non-enrollment, please work with your health plan.

Provider Education and training courses

Managed care network providers can get ready to use the new PRSS website by using training resources on the MES website. DMAS offers a variety of live and pre-recorded training opportunities to help prepare providers to receive the maximum benefits from the PRSS website. Please encourage your staff to register for virtual instructor-led courses to make sure your organization is ready to use the new website. Please visit the MES website for a comprehensive listing of current courses.

Training schedule and registration

You must register to participate in live webinars. Webinar participants must use a computer with internet access and a telephone line to dial in. Registered participants will have the chance to engage with the trainer and ask specific questions.

As you review training options, please be sure to register for the following three courses:

- **PRSS-111 Provider Enrollment Application:** This training course explains the provider enrollment process, identifies the different enrollment types, and offers guidance on the documentation that providers need to prepare before enrolling. The training also includes an overview of what the provider enrollment application looks like and how to submit a provider enrollment application.
- **PRSS-118 Introduction to Provider and MCO Portal Delegate Management:** The goal of this virtual training is to offer instructions on this important process for providers, authorized administrators of providers, and delegates of providers. In PRSS, a provider's primary account holder and/or delegate administrators must register their delegates and assign them permission to access the provider website to complete enrollments and other tasks.
- **PRSS-120- Introduction to the Provider Website:** The goal of this virtual training is to introduce the provider website registration process and the functions, features, and basic navigation within the provider website.

There is also an optional working session available (**PRSS-111-WS Working Session: Provider Enrollment Support**) that provides real-time support from our trainer as you work through one or more provider enrollment applications.

To register for any training, please visit the MES *Provider Training Registration* page to choose a date and time that works best for you.

Registration is now open. Courses began on May 31, 2022, and spaces are filling quickly. Register early. Please help us spread the word about this upcoming training opportunity. If you have questions related to training, please contact DMAS VA at MESregistrations@briljent.com.



Email is the quickest and most direct way to receive important information from HealthKeepers, Inc.



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>).