



**Anthem HealthKeepers Plus**  
Offered by HealthKeepers, Inc.

**Provider Bulletin**  
July 2022

## July 2022 HCBS rate increase notice

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.

HealthKeepers, Inc. would like to provide additional guidance to the Anthem CCC Plus providers and Medallion 4.0 long-term services and support providers, regarding the new rates set forth in the 2023 *Appropriation Act* approved by Governor Glenn Youngkin June 22, 2022.

Since the new rates were effective since July 1, 2022, but will not be posted by the Department of Medical Assistance Services (DMAS) until July 15, 2022, we would like to provide some guidance on billing and claim submissions until then.

Once the new rates are published, HealthKeepers, Inc. will work as quickly and efficiently as possible to ensure that the new rates are configured for proper claims processing. **Until then, providers should continue to bill the previous rate until the new rates have been communicated by DMAS. Once the new rates are published, providers should begin immediately to bill at the new rate.** This will allow us to quickly assess the impacted claims that may need reprocessing after the retroactive rate is in place. This process of configuration may take up to 60 days. We will run a claims reprocessing project to capture those claims and adjust accordingly. **After the new rates have been communicated by DMAS, providers will be expected and responsible for submitting all eligible claims at the new rate, as HealthKeepers, Inc. will not manually adjust these claims.**

In reference to claims submitted using electronic visit verification (EVV) requirements, providers are expected to log into their Netsmart accounts and adjust their master payer rates accordingly to the new rates once published.

Additional information related to consumer directed (CD) services will be communicated by our vendor, Public Partnerships, LLC\* (PPL) as we work with them to ensure that the new rates are in place as well.

As more information becomes available, we will share this information with the providers and address any further questions or concerns you may have.

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**.



**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>).



\* Public Partnerships, LLC is an independent company providing consumer directed services on behalf of HealthKeepers, Inc.

**<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.

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