

Virginia Medicaid language interpretation services

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.

As a reminder, HealthKeepers, Inc. offers language interpretation services to members when a provider cannot communicate with a member due to language barriers. Per page 128 of the Anthem HealthKeepers Plus *Provider Manual* (<https://tinyurl.com/nuuz58ty>), interpreter services are available at no cost to the provider or member. However, providers must notify members of the availability of interpreter services at least five days prior to any routine appointment.

If you have any questions or need to schedule an interpretation service, contact Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**. If you have any issues or concerns about services provided by an Anthem HealthKeepers Plus interpreter, contact our Provider Services teams at the numbers listed above.



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>).

<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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