



Direct member medical necessity appeals to HealthKeepers, Inc.

Please note, this communication applies to Anthem HealthKeepers Plus Medicaid products offered by HealthKeepers, Inc.

We appreciate the care you give our members. This notice serves as a reminder that if a **provider is doing a medical necessity appeal on behalf of the member**, the provider should have the member's consent to appeal, and the provider should send the appeal directly to HealthKeepers, Inc. via one of the below means:

1. **Electronic:** VAMedicaidAppeals@anthem.com
2. **Fax: 855-832-7294**
3. **Mail or delivery service:**
Central Appeals Processing
HealthKeepers, Inc.
P.O. Box 62429
Virginia Beach, VA 23466-2429
4. **Phone: 800-901-0020 (TTY 711)**

Do not send your appeals directly to the Department of Medical Assistance Services (DMAS). After the member has exhausted their appeal rights with HealthKeepers, Inc. and the decision is not wholly in their favor, an appeal can be filed with DMAS. We will provide instructions on how to appeal with DMAS in our appeal decision letter.

If you have any questions about this communication, call Anthem HealthKeepers Plus Provider Services at **800-901-0020**.



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 (anthem.ly/VAMP).



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

HealthKeepers, Inc. is an independent licensee of the Blue Cross 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 Medicaid benefits to enrollees.

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