

Prior authorization update for select durable medical equipment (DME) items

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.

Effective June 1, 2022, the following durable medical equipment (DME) codes will require prior authorization (PA).

E0316	E1238	E2328	L1499	L5301	L5840
E0328	E2222	E2329	L2034	L5312	L5845
E0329	E2291	E2330	L2036	L5321	L5960
E0985	E2292	E2331	L2037	L5590	L5968
E1011	E2293	E2376	L2628	L5613	L5973
E1018	E2294	E2377	L5050	L5649	L5979
E1161	E2295	E2397	L5100	L5700	L5980
E1220	E2321	E2610	L5200	L5701	L5981
E1232	E2322	K0007	L5210	L5702	L5988
E1235	E2325	K0009	L5220	L5814	L5999
E1236	E2327	L0999	L5280	L5828	L6100
E1237					

What is the impact of this change?

Providers should review the list of codes that will require PA. For code-specific PA requirements, visit <https://providers.anthem.com/va>.

How do I obtain precertification?

PA requests can be submitted through the Availity* Portal at <https://apps.availity.com/availity/web/public.elegant.login> or by calling Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.

What if I need assistance?

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>).

* Availity, LLC is an independent company providing administrative support services on behalf of HealthKeepers, Inc.

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