

Provider Services Solution (PRSS)

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.

This is an important message for all Medicaid providers. The Virginia Medicaid agency will launch a new technology platform in April 2022. Providers credentialed in one or more MCOs will use the new Provider Services Solution (PRSS) to complete enrollment and maintenance processes. This change is part of the Medicaid Enterprise System (MES) project.

PRSS will be more efficient and make it easier for you to access information you need as a Medicaid provider. You will be able to update licenses and certifications and submit required attachments through the secure portal. You will also be able to request participation with MCO health plans during the enrollment/revalidation process through the portal.

The new system will also allow Virginia to comply with federal requirements for the *21st Century Cures Act*.

We need your help to ensure that this transition is a success. If you need to enroll through PRSS, we will let you know, and we will send you a schedule in the coming months telling you when to take this action. The Virginia Medicaid agency is working with us to schedule enrollments for our providers beginning in the summer of 2022 to ensure an efficient process.

If you participate in more than one MCO network, you will receive information and instructions from each managed care health plan.

If you serve Medicaid fee-for-service members, you will also receive information directly from the Virginia Department of Medical Assistance Services (DMAS).

Next steps

Please watch for updates on the PRSS system. We will share more information in the coming months, and we will ask you to take the following actions:

- January 2022: Access training videos and other resources.
- March 2022: Providers with active credentials in the current Medicaid provider portal will receive new MES credentials via email. The Virginia Medicaid agency will ask you to confirm that you are able to use your new credentials to access the MES login page and that you can locate the PRSS portal on the MES website. You will receive instructions at this time on how to assign other users to work on your behalf in PRSS through the delegate assignment process.

We will keep you informed as the project progresses so that you have plenty of time to take training, ask questions and get responses to your questions.

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**.

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

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