



Anthem HealthKeepers Plus
Offered by HealthKeepers, Inc.

Provider Bulletin
September 2021

Behavioral therapy assessments

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 October 1, 2021, HealthKeepers, Inc. will require providers to submit an authorization for an assessment that exceeds five hours.

Behavioral therapy services are based on a comprehensive assessment by a licensed practitioner. Assessments are allowed for up to five hours per child, per provider, without service authorization. Assessments that exceed five hours require service authorization. Failure to obtain a service authorization for assessments that exceed five hours will result in a denial of those hours.

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>

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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