



Authorizations extended for LTSS services

HealthKeepers, Inc. will automatically extend current authorizations for LTSS services for Anthem HealthKeepers Plus members that are scheduled to expire prior to May 31, 2020 for an additional 60 days. The services included under this extension are Adult Day Health Centers (ADHC), Consumer and Agency Directed Services (Personal Care/Respite Care/Skilled Respite), Private Duty Nursing and Personal Emergency Response System Monitoring).

The health and safety of our Anthem HealthKeepers Plus members is our top priority. While the immediate health risk from COVID-19 infection for most Americans remains low at this time, the Centers for Disease Control (CDC) has confirmed the most vulnerable populations for the virus include older adults and people with serious chronic medical conditions such as heart disease, diabetes and lung disease.

Providers with authorizations expiring will not have to submit any documentation or fax authorization requests. This will allow our Utilization Management (UM) team to ensure that urgent requests are handled timely.

For any truly urgent cases, call our Provider Services line **1-855-323-4687** and ask to be connected to our LTSS UM department. Cases will be initiated and reviewed via phone by our intake and UM nurse review teams. Truly urgent cases will be entered for 60 days. Providers should still submit clinical via fax before the expiration of the authorization. Any usual changes to authorization (non-urgent provider changes, increase/decrease in hours, etc.) can still be submitted via our phone or fax line.

We are monitoring developments related to COVID-19 in accordance with the CDC. For more information on the COVID-19 virus, visit the CDC website at <https://www.cdc.gov/coronavirus/2019-ncov/about/index.html>.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

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

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