

Patient liability and claims processing

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

HealthKeepers, Inc. would like to notify Anthem HealthKeepers Plus providers of claims processing inaccuracy concerns we have identified as it relates to patient liability (patient pay) and batch claims processing for home- and community-based services. This includes agency directed care and adult day healthcare services. When providers release claims in batches simultaneously for the same member, the health plan claims processing system may inadvertently deduct the patient liability from several of the claims that were received on the same date and time (generally in the same batch).

HealthKeepers, Inc. is aware of this issue and is working to resolve this problem. At this time, there is no action required from the provider. In the interim, we are continuing to run monthly claim sweeps to identify and reprocess impacted claims to correct any duplicate deductions for patient liability. The claims reprocessing sweeps will result in additional payments to the provider. As a reminder, providers should continue to only collect from the member the total patient liability amount as verified in the Department of Medical Assistance Services (DMAS) Medicaid Enterprise System (MES) website.

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>

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VABCBS-CD-017044-23 January 2023