

## **Prior authorization requirement changes updated effective January 1, 2023**

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

Effective January 1, 2023, prior authorization (PA) requirements will change for the medical codes listed below. These codes will require PA by HealthKeepers, Inc. **Noncompliance with new requirements may result in denied claims.**

PA requirements will be added to the following speech therapy codes for *all ages*:

- 92507: Treatment of speech, language, voice, communication, and/or auditory processing disorder; individual
- 92508: Treatment of speech, language, voice, communication, and/or auditory processing disorder; group, two or more individuals

To request a PA, you may use one of the following methods:

- Availity:\* Once logged in to Availity at <http://availity.com>, select **Patient Registration > Authorizations & Referrals**, then select **Authorizations** or **Auth/Referral Inquiry**, as appropriate.
- Fax: **800-964-3627**
- Phone: **800-901-0020**

Not all PA requirements are listed here. Detailed PA requirements are available to contracted providers on the provider website at <https://providers.anthem.com/va>. Contracted and noncontracted providers who are unable to access Availity may call Provider Services at **800-901-0020** for assistance with PA requirements.

If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (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>

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