



Documentation fax number change

Please note, this communication applies to Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.

HealthKeepers, Inc. would like to notify Anthem CCC Plus skilled private duty nursing (PDN) providers — **specifically for the CCC Plus Waiver (Tech PDN)** — of a change to the fax number for PDN visit documentation and a reminder of this contractual requirement. **This is not a change of where to submit authorization requests but where to send required monthly documentation.**

According to the CCC Plus manual, Chapter IV and CCC Plus contract, the *RN Supervisory Visit* (DMAS-103) must be completed monthly. In addition, the CMS-485 should be completed every 60 days and when revisions are necessary. We would like to remind our CCC Plus Waiver (Tech PDN) providers to submit the DMAS-103 within five days following the end of the month in which the monthly visit is due and to submit the CMS-485 every 60 days to the health plan at the beginning of the certification period. This documentation should be submitted to HealthKeepers, Inc. at **888-280-3735**. This documentation requirement will be monitored and verified for compliance.

We also request that, to ensure the health and safety of our members and to comply with the CCC Plus manual, the provider updates and maintains a list to include the trained primary caregiver and back-up caregiver name and phone number on the DMAS-103 as part of the member's medical record.

Providers can assist us in ensuring these required documents and requests are accounted for and processed timely by submitting requests to the appropriate fax numbers. Providers should send these documents for each member individually to ensure *HIPAA* compliance is followed.

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| Anthem CCC Plus Waiver Tech PDN monthly DMAS-103 and bimonthly CMS-485 | 888-280-3735 |
| Anthem CCC Plus Waiver expedited requests (includes CCC Plus PDN Tech authorization requests that meet expedited criteria) | 888-235-8390* |
| Anthem CCC Plus Waiver standard requests | 844-864-7853* |

* Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) to CCC Plus Waiver PDN transitions can be faxed to either line. Expedited requests should meet expedited criteria as communicated in previous provider communications. Providers should document on the coversheet when the request is for an EPSDT to CCC Plus Waiver PDN transition.

If you have any questions about this communication, call 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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