



**Anthem HealthKeepers Plus**  
Offered by HealthKeepers, Inc.

**Provider Bulletin**  
February 2023

## **Long-Term Services and Supports team contact information**

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

Providers should reach out to Anthem HealthKeepers Plus Provider Services at **800-901-0020** for general benefits, eligibility, and claims questions. If unsuccessful in resolving your inquiry through these first level channels, the provider should contact us using the methods below:

- For nursing facility providers: [VALTSSNFSupport@anthem.com](mailto:VALTSSNFSupport@anthem.com)
- For long-term services and supports (LTSS) providers, to include but not limited to: personal care providers, service facilitators, hospice providers, environmental modifications, and adult day healthcare providers: [VALTSSPR@anthem.com](mailto:VALTSSPR@anthem.com)
- For doula providers: [anthemdoulasupport@anthem.com](mailto:anthemdoulasupport@anthem.com)
- For long-term services and supports (LTSS) providers contracting/credentialing: [VALTSSProviderEnrollment@anthem.com](mailto:VALTSSProviderEnrollment@anthem.com)

Providers are required to enroll with the Department of Medical Assistance Services (DMAS) through the Medicaid Provider Services Solutions (PRSS) Enrollment Portal, before enrolling with the health plan.



**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://anthem.ly/VAMP)).



**<https://providers.anthem.com/va>**

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