

**MCO Directory by Region**  
**Anthem HealthKeepers Plus**  
 Updated 03/14/2024

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID

**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

<b>Skilled Nursing Facility</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Contracting	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>
Credentialing	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>	Theresa Ruggiero 203-677-8067 <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>
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<b>Skilled Nursing Facility</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
Contracting	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067
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Claims	<a href="mailto:Valtssnfsupport@Anthem.com">Valtssnfsupport@Anthem.com</a>	<a href="mailto:Valtssnfsupport@Anthem.com">Valtssnfsupport@Anthem.com</a>	<a href="mailto:Valtssnfsupport@Anthem.com">Valtssnfsupport@Anthem.com</a>
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<b>Custodial</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
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Hospice/ Home Health/ PDN	Tidewater	Central	Charlottesville/Western
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Credentialing	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067	Theresa Ruggiero <a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a> 203-677-8067
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Credentialing	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
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Contracting	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Credentialing	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Authorizations	Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>
Claims	Lori Pernell 434-221-6078 <a href="mailto:Lori.Pernell@Anthem.com">Lori.Pernell@Anthem.com</a> or <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Janette Comer 276-469-9425 <a href="mailto:Janette.Comer@Anthem.com">Janette.Comer@Anthem.com</a> or <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Eden Salsman 571 429-1840 <a href="mailto:Eden.Salsman@Anthem.com">Eden.Salsman@Anthem.com</a> or <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> Eyram Dokosi-Lynch 703 881-8543 <a href="mailto:Eyram.Dokosi-Lynch@Anthem.com">Eyram.Dokosi-Lynch@Anthem.com</a> or <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>
Care Coordination	Virginia (Ginger) Lipes 540-235-4810 <a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>	Virginia (Ginger) Lipes 540-235-4810 <a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>	Adrianna Agnew 571-421-7876 <a href="mailto:Adrianna.Angew@Anthem.com">Adrianna.Angew@Anthem.com</a> Precious Tembo 540-598-2406 <a href="mailto:Precious.Tembo@Anthem.com">Precious.Tembo@Anthem.com</a> Nicole Harris 540-742-1356 <a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a> Susan Rudolph 703-712-9018 <a href="mailto:Susan.Rudolph@Anthem.com">Susan.Rudolph@Anthem.com</a>





**Anthem HealthKeepers Plus**

Updated 03/14/2024

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID

**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

Behavioral Health Services Type	The Operational functions below are managed based on assignment to Carelon versus Elevance	
<b>ALL BEHAVIORAL HEALTH SERVICES</b>		
Contracting	<p>Follow this link and select the appropriate Network Manager based on provider type and location:  <a href="https://www.anthem.com/provider/enrollment/">https://www.anthem.com/provider/enrollment/</a></p> <p>For questions, contact <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a></p>	<p>For Organizational/facility types, to join the network through Carelon, visit the site here: <a href="https://www.carelonbehavioralhealth.com">Online Provider Services (carelonbehavioralhealth.com)</a> and complete the Request for application.</p> <p>For questions, contact: <a href="mailto:Provider.Relations.VA@carelon.com">Provider.Relations.VA@carelon.com</a></p>
Credentialing	<p>Please use our Online Provider Enrollment Tool under the Anthem BCBS Payer Portal on Availity.com. This tool can be found in the 'Applications' section of the Anthem Payer Space on Availity.com.</p> <p>To inquire about credentialing with Elevance, contact <a href="mailto:credentialing@anthem.com">credentialing@anthem.com</a></p>	<p>Once the organization is contracted, they will be routed for credentialing.</p> <p>National Provider Service Line Monday through Friday, between 8 a.m. and 8 p.m. ET, at 800-397-1630</p>
Claims	<p>Claims are managed through Availity, a portal that provides free access to real-time information and instant responses in a consistent format regardless of the payor. <a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a></p> <p>Utilize the following self-service options:</p> <ul style="list-style-type: none"> <li>• Live Chat: Go to the Availity Portal, select Anthem from payer spaces then select Chat</li> <li>• Submit a claims dispute via Availity</li> <li>• Call provider services number on the back of the member's card</li> </ul> <p>Providers may submit paper claims and must submit clean claims on a properly completed CMS-1450 (UB04) or CMS-1500 (02-12) claim form by ASAM level as outlined in the DMAS provider manual.</p> <p>Submit paper claims to: Anthem HealthKeepers Plus — Claims            Mail drop VA2000S110            P.O. Box 27401            Richmond, VA 23279-0001</p>	<p>Claims are managed through Availity, a portal that provides free access to real-time information and instant responses in a consistent format regardless of the payor. <a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a></p> <p>Utilize the following self-service options:</p> <ul style="list-style-type: none"> <li>• Live Chat: Go to the Availity Portal, select Anthem from payer spaces then select Chat</li> <li>• Submit a claims dispute via Availity</li> <li>• Call provider services number on the back of the member's card</li> </ul> <p>Providers may submit paper claims and must submit clean claims on a properly completed CMS-1450 (UB04) or CMS-1500 (02-12) claim form by ASAM level as outlined in the DMAS provider manual.</p> <p>Submit paper claims to: Anthem HealthKeepers Plus — Claims            Mail drop VA2000S110            P.O. Box 27401            Richmond, VA 23279-0001</p>

**Anthem HealthKeepers Plus**

Updated 03/14/2024

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID  
**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

Behavioral Health Services Type	The Clinical functions below are both managed by Carelon and by REGION				
					
Mental Health Services	<u>Tidewater</u>	<u>Central</u>	<u>Charlottesville / Western</u>	<u>Roanoke/Alleghany/SW</u>	<u>Northern VA /Winchester</u>
Care Coordination	Erica Jandre Seymore 804-601-5673 <a href="mailto:erica-jandre.seymore@carelon.com">erica-jandre.seymore@carelon.com</a>	Alex Stewart 804-572-9096 <a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a>	Andrea.Bright 804-572-4876 <a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>	Chris Dye 540-209-2859 <a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>	Robert Mays 202-748-6358 <a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>
Authorizations	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>
Addiction and Treatment Recovery Services (ARTS)	<u>Tidewater</u>	<u>Central</u>	<u>Charlottesville / Western</u>	<u>Roanoke/Alleghany/SW</u>	<u>Northern VA /Winchester</u>
Care Coordination	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>
Authorizations	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>
Inpatient Psychiatric Hospitalization	<u>Tidewater</u>	<u>Central</u>	<u>Charlottesville / Western</u>	<u>Roanoke/Alleghany/SW</u>	<u>Northern VA /Winchester</u>
Care Coordination	Erica Jandre Seymore 804-601-5673 <a href="mailto:erica-jandre.seymore@carelon.com">erica-jandre.seymore@carelon.com</a>	Alex Stewart 804-572-9096 <a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a>	Andrea.Bright 804-572-4876 <a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>	Chris Dye 540-209-2859 <a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>	Robert Mays 202-748-6358 <a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>
Authorizations	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>

## Anthem HealthKeepers Plus

Updated 03/14/2024

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**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Credentialing	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Authorizations	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>
Claims	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODs: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODs: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODs: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>
Care Coordination	Kimberly Dassel 757-504-6339 <a href="mailto:Kimberly.Dassel@Anthem.com">Kimberly.Dassel@Anthem.com</a> Tonya McNulty 276-210-0256 <a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a>	Jennifer Crouse 540-742-8838 <a href="mailto:Jennifer.Crouse@Anthem.com">Jennifer.Crouse@Anthem.com</a> Susan Rudolph 703-712-9018 <a href="mailto:Susan.Rudolph@Anthem.com">Susan.Rudolph@Anthem.com</a> Tonya McNulty 276-210-0256 <a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a> Candice Milliman 804-572-5000 <a href="mailto:Candice.Milliman@Anthem.com">Candice.Milliman@Anthem.com</a>	Amanda Louk 540-742-8839 <a href="mailto:Amanda.Louk@Anthem.com">Amanda.Louk@Anthem.com</a>

## Anthem HealthKeepers Plus

Updated 03/14/2024

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**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	Follow this link and select the appropriate Network Manager based on provider type and location: <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a> For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Credentialing	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a>  For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a>  For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>	<a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a>  For Environmental Modifications: LTSS Credentialing Team <a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>
Authorizations	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>	Call UM number on the back of the member's card For EMODs: Amanda Wilcox 804-543-0141 <a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a> Mandy Williams 757-298-0271 <a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>
Claims*	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODS: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODS: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>	Utilize the following link to your Availity account: <a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a> If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a> For EMODS: <a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>
Care Coordination	Virginia (Ginger) Lipes 540-235-4810 <a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>	Virginia (Ginger) Lipes 540-235-4810 <a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>	Adrianna Agnew 571-421-7876 <a href="mailto:Adrianna.Angew@Anthem.com">Adrianna.Angew@Anthem.com</a> Precious Tembo 540-598-2406 <a href="mailto:Precious.Tembo@Anthem.com">Precious.Tembo@Anthem.com</a> Nicole Harris 540-742-1356 <a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a> Susan Rudolph 703-712-9018 <a href="mailto:Susan.Rudolph@Anthem.com">Susan.Rudolph@Anthem.com</a>

**Anthem HealthKeepers Plus**

Updated 03/14/2024

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID

**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS-only for direct billing to Anthem**

<b>DD Waivers Residential Providers</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Care Coordination	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425
Escalation Contact	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771

<b>DD Waivers Residential Providers</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
Care Coordination	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425	Susan Perez <a href="mailto:Susan.Perez@Anthem.com">Susan.Perez@Anthem.com</a> 804-351-6425
Escalation Contact	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771	Kimberly White <a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> 804-354-3771


## CARELON (Anthem Healthkeepers Plus)

Updated 03/14/2024

Note: As of 3/1/2023 Beacon Health Options is known as Carelon and supports behavioral health services for the Virginia Anthem HealthKeepers Plus plans. Some behavioral health provider contracts remain with Anthem HealthKeepers Plus, others are assigned to Carelon. If providers are unsure of their assignment they should reach out to: [ProviderRelations.VA@Carelton.com](mailto:ProviderRelations.VA@Carelton.com)

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID

**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS- only for direct billing to Anthem HealthKeepers Plus**

Behavioral Health Services Type	The Operational functions below are managed based on assignment to Carelon versus Anthem HealthKeepers Plus	
<b>ALL BEHAVIORAL HEALTH SERVICES</b>	Anthem HealthKeepers Plus Inc.	
Contracting	<p>Following this link and select the appropriate Network Manager based on provider type and location:  <a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a></p>	<p>Please contact:  <a href="mailto:ProviderRelations.VA@carelon.com">ProviderRelations.VA@carelon.com</a></p>
Credentialing	<p>Anthem HealthKeepers Plus uses the <a href="#">Council for Affordable Quality Healthcare (CAQH) ProView</a> application for credentialing.                      If you need assistance with your initial credentialing application, please review the <a href="#">New Provider Quick Reference Guide</a> or call the CAQH Provider help line at 1-888-599-1771.                      For additional questions:  <a href="mailto:credentialing@anthem.com">credentialing@anthem.com</a></p>	<p>Carelton uses the <a href="#">Council for Affordable Quality Healthcare (CAQH) ProView</a> application for credentialing.                      If you need assistance with your initial credentialing application, please review the <a href="#">New Provider Quick Reference Guide</a> or call the CAQH Provider help line at 1-888-599-1771.                      For additional questions:  <a href="mailto:credentialing@anthem.com">credentialing@anthem.com</a></p>
Claims	<p>Claims are managed through Availity, a portal that provides free access to real-time information and instant responses in a consistent format regardless of the payor.  <a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a>                      Utilize the following self-service options:</p> <ul style="list-style-type: none"> <li>• <u>Live Chat: Go to the Availity Portal, select Anthem from payer spaces then select Chat</u></li> <li>• <u>Submit a claims dispute via Availity</u></li> <li>• <u>Call provider services number on the back of the member's card</u></li> </ul>	<p>Claims are managed through Availity, a portal that provides free access to real-time information and instant responses in a consistent format regardless of the payor.  <a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a>                      Utilize the following self-service options:</p> <ul style="list-style-type: none"> <li>• <u>Live Chat: Go to the Availity Portal, select Anthem from payer spaces then select Chat</u></li> <li>• <u>Submit a claims dispute via Availity</u></li> <li>• <u>Call provider services number on the back of the member's card</u></li> </ul>


## CARELON (Anthem Healthkeepers Plus)

Updated 03/14/2024

Note: As of 3/1/2023 Beacon Health Options is known as Carelon and supports behavioral health services for the Virginia Anthem HealthKeepers Plus plans.  
Some behavioral health provider contracts remain with Anthem HealthKeepers Plus, others are assigned to Carelon. If providers are unsure of their assignment they should reach out to:  
ProviderRelations.VA@Carelon.com

For Health Plan Payor ID please contact your respective clearinghouse to obtain the correct ID

**Professional-058916206CMSCOS/ Institutional-058916206CMSCOS/ Dental-058916206CMSCOS- only for direct billing to Anthem HealthKeepers Plus**

Behavioral Health Services Type	The Clinical functions below are both managed by Carelon and by REGION				
					
<b>Community Mental Health Services Comprehensive Crisis Services MST/FFT/ACT</b>	<b><u>Tidewater</u></b>	<b><u>Central</u></b>	<b><u>Charlottesville / Western</u></b>	<b><u>Roanoke/Alleghany/SW</u></b>	<b><u>Northern VA /Winchester</u></b>
Care Coordination	Erica Seymore 757-407-7863 <a href="mailto:Erica-Jandre.Seymore@carelon.com">Erica-Jandre.Seymore@carelon.com</a>	Alex Stewart 804-572-9096 <a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a>	Andrea.Bright 804-572-4876 <a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>	Chris Dye 540-209-2859 <a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>	Dr. Robert Mays 202-748-6358 <a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>
Authorizations	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>	Shana Harvey 804-206-3452 <a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>
<b>Addiction and Treatment Recovery Services (ARTS) Mental Health PHP / IOP ARTS or Psychiatric Inpatient</b>	<b><u>Tidewater</u></b>	<b><u>Central</u></b>	<b><u>Charlottesville / Western</u></b>	<b><u>Roanoke/Alleghany/SW</u></b>	<b><u>Northern VA /Winchester</u></b>
Care Coordination	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>
Authorizations	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>	Robin Afton 804-546-4968 <a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>
<b>Specialty Program Contacts</b>	<b><u>Youth in Foster Care</u></b>	<b><u>Addiction &amp; Recovery Treatment Services</u></b>	<b><u>Gold Card Providers &amp; Value Based Payment</u></b>	<b><u>Behavioral Health Homes</u></b>	<b><u>Behavioral Health Director</u></b>
	Melissa McGinn 804-647-4541 <a href="mailto:Melissa.McGuinn@carelon.com">Melissa.McGuinn@carelon.com</a>	Rochelle Bland 804-219-6013 <a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>	Victoria McCown 804-543-9711 <a href="mailto:Victoria.McCown@carelon.com">Victoria.McCown@carelon.com</a>	Anne Catlett 804-401-6462 <a href="mailto:Anne.Catlett@carelon.com">Anne.Catlett@carelon.com</a>	Alyssa Ward, Ph.D., LCP 804-346-7014 <a href="mailto:Alyssa.Ward@carelon.com">Alyssa.Ward@carelon.com</a>