

Digital transactions cut administrative tasks in half

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

Introducing the *HealthKeepers, Inc. Provider Digital Engagement Supplement* to the provider manual

Using our secure provider portal or Electronic Data Interchange (EDI) submissions (via Availity*), administrative tasks can be reduced by more than 50% when filing claims with or without attachments, checking statuses, verifying eligibility, benefits and when submitting prior authorizations electronically. In addition, it could not be easier. Through self-service functions, you can accomplish digital transactions all at one time, all in one place. If you are not already registered, just go to [EDI](#) or the [secure provider portal \(Availity\)](#).

Get payments faster

By eliminating paper checks, electronic funds transfer (EFT) is a digital payment solution that deposits payments directly into your account. It is safe, secure and will deliver payments to you faster. Electronic remittance advice (ERA) is completely searchable and downloadable from the Availity Provider Portal or the *EDI 835* remittance, which meets all mandates of the Health Insurance Portability and Accountability Act (HIPAA) — eliminating the need for paper remittances.

Member ID cards go digital

Members who are transitioning to digital member ID cards, will find it is easier for them and you. The ID card is easily emailed directly to you for file upload, eliminating the need to scan or print. In addition, the new digital member ID card can be directly accessed through the secure provider portal via Availity. Providers should begin accepting the digital member ID cards when presented by the member.

HealthKeepers, Inc. makes going digital easy with the *Provider Digital Engagement Supplement*

From our digital member ID cards, EDI transactions, application programming interfaces and direct data entry, we cover everything you need to know in the *Provider Digital Engagement Supplement* to the provider manual, available by going to <https://mediproviders.anthem.com/va/pages/manuals-directories-training.aspx> > Manuals, Directories, Training & Resources > Anthem HealthKeepers Plus Manuals, Directories, Training & Resources > Provider Digital Engagement, and on the secure **Availity Provider Portal**. The supplement outlines our provider expectations, processes and self-service tools across all electronic channels Medicaid, including medical, dental and vision benefits.

The *Provider Digital Engagement Supplement* to the provider manual is another example of how HealthKeepers, Inc. is using digital technology to improve the health care experience. We are asking providers to go digital with HealthKeepers, Inc. no later than January 1, 2021, so we can realize our mutual goals of reducing administrative burden and increasing provider satisfaction and collaboration. Read the *Digital Engagement Supplement* now by going to <https://mediproviders.anthem.com/va/pages/manuals-directories-training.aspx> > Manuals, Directories, Training & Resources > Anthem HealthKeepers Plus Manuals, Directories, Training & Resources > Provider Digital Engagement, and go digital with HealthKeepers, Inc.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

* Availity, LLC is an independent company providing administrative support services on behalf of HealthKeepers, Inc.

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