

Quality of care review

Published: Nov 30, 2018 - **State & Federal** / Medicaid

Did you know HealthKeepers, Inc. reviews quality of care (QOC) concerns? Our QOC team works with Anthem HealthKeepers Plus providers and members to uphold this initiative.

What does this mean to me?

When HealthKeepers, Inc. requests records for QOC reviews, they should be provided at no cost.

In order to ensure QOC reviews can be completed within 90 days, providers should respond to record requests within 30 days.

Our goals in working together include high-quality care for our members, strong relationships with our network providers and safety, which is our top priority.

Stay tuned for the latest QOC updates in the next newsletter.

How do I contact the QOC team?

Mail: Anthem HealthKeepers Plus
2015 Staples Mill Road
Mail Drop VA2002-N600
Customer # 2013422
Richmond, VA 23230

Fax: 1-855-273-6831

QOC manager: Dana DeLucia, dana.delucia@anthem.com

URL: <https://providernews.anthem.com/virginia/article/quality-of-care-review>

Featured In:**December 2018 Anthem Provider Newsletter - Virginia**

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