

**MCO Directory by Region**  
**Anthem HealthKeepers Plus**  
Updated 10/17/2025

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<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                         | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                       | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                         |
| Credentialing                   | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                         | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                       | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                         |
| Authorizations                  | Michelle Carter 804-310-0386<br><a href="mailto:Michelle.Carter@Anthem.com">Michelle.Carter@Anthem.com</a><br>Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a> | Michelle Carter 804-310-0386<br><a href="mailto:Michelle.Carter@Anthem.com">Michelle.Carter@Anthem.com</a><br>Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>                                                                                                               | Michelle Carter 804-310-0386<br><a href="mailto:Michelle.Carter@Anthem.com">Michelle.Carter@Anthem.com</a><br>Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a> |
| 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>                                                                                                                                            |
| Care Coordination               | Kimberly Dassel 757-504-6339<br><a href="mailto:Kimberly.Dassel@Anthem.com">Kimberly.Dassel@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a>    | Jennifer Crouse 540-742-8838<br><a href="mailto:Jennifer.Crouse@Anthem.com">Jennifer.Crouse@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a><br>Candice Milliman 804-572-5000<br><a href="mailto:Candice.Milliman@Anthem.com">Candice.Milliman@Anthem.com</a> | Amanda Louk 540-742-8839<br><a href="mailto:Amanda.Louk@Anthem.com">Amanda.Louk@Anthem.com</a>                                                                                                                        |

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| Skilled Nursing Facility | Roanoke/Alleghany                                                                                                | Southwest                                                                                                        | Northern/Winchester                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contracting              | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>    | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>    | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                       |
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|                          | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>          | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>          | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Care Coordination        | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a> | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a> | Adrianna Agnew 571-421-7876<br><a href="mailto:Adrianna.Angew@Anthem.com">Adrianna.Angew@Anthem.com</a><br>Nicole Harris 540-742-1356<br><a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a><br>Tien Hoang 202-774-0606<br><a href="mailto:Tien.Hoang@anthem.com">Tien.Hoang@anthem.com</a><br>Matthew Marquez 571-369-1142<br><a href="mailto:Matthew.Marquez@anthem.com">Matthew.Marquez@anthem.com</a><br>Phedy Mayaba 571-319-7346<br><a href="mailto:phedy.mayaba@anthem.com">phedy.mayaba@anthem.com</a> |
|                          |                                                                                                                  |                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

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| Custodial         | Tidewater                                                                                                                                                                                                          | Central                                                                                                                                                                                                                                                                                                                             | Charlottesville/Western                                                                                                                                                                                         |
|-------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contracting       | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                            | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                             | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                         |
| Credentialing     | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                            | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                             | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                         |
| Authorizations    | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a>    | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a>                                                                                                                     | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a> |
| 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>                                                                                                                                      |
| Care Coordination | Kimberly Dassel 757-504-6339<br><a href="mailto:Kimberly.Dassel@Anthem.com">Kimberly.Dassel@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a> | Jennifer Crouse 540-742-8838<br><a href="mailto:Jennifer.Crouse@Anthem.com">Jennifer.Crouse@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a><br>Candice Milliman 804-572-5000<br><a href="mailto:Candice.Milliman@Anthem.com">Candice.Milliman@Anthem.com</a> | Amanda Louk 540-742-8839<br><a href="mailto:Amanda.Louk@Anthem.com">Amanda.Louk@Anthem.com</a>                                                                                                                  |

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| Custodial         | Roanoke/Alleghany                                                                                                                                                                                               | Southwest                                                                                                                                                                                                       | Northern/Winchester                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
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| Authorizations    | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a> | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a> | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams@Anthem.com">Mandy.Williams@Anthem.com</a>                                                                                                                                                                                                                                                                                                                   |
| 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>                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Care Coordination | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                | Adrianna Agnew 571-421-7876<br><a href="mailto:Adriana.Angew@Anthem.com">Adriana.Angew@Anthem.com</a><br>Nicole Harris 540-742-1356<br><a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a><br>Tien Hoang 202-774-0606<br><a href="mailto:Tien.Hoang@anthem.com">Tien.Hoang@anthem.com</a><br>Matthew Marquez 571-369-1142<br><a href="mailto:Matthew.Marquez@anthem.com">Matthew.Marquez@anthem.com</a><br>Phedy Mayaba 571-319-7346<br><a href="mailto:phedy.mayaba@anthem.com">phedy.mayaba@anthem.com</a> |

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| Hospice/<br>Home Health/<br>PDN  | Tidewater                                                                                                                                                                                                                                                                                                                                                                                               | Central                                                                                                                                                                                                                                                                                                                             | Charlottesville/Western                                                                                                                                                                                    |
|----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contracting                      | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                                                                                           | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                       | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                              |
| Credentialing                    | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                                                                                           | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                       | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                              |
| Notifications-<br>Authorizations | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>                                                                                                                                                                                                                                                                                                 | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>                                                                                                                                                                                                                             | Kathleen Burke 571-329-6362<br><a href="mailto:Kathleen.Burke@Anthem.com">Kathleen.Burke@Anthem.com</a>                                                                                                    |
| Claims                           | For Hospice and Tech PDN services:<br>Jamie Hill (Tidewater) 757-376-0793<br><a href="mailto:Jamie.Hill@Anthem.com">Jamie.Hill@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a><br>Vickey Thomas (Peninsula) 757-274-5512<br><a href="mailto:Vickey.Thomas@Anthem.com">Vickey.Thomas@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | For Hospice and Tech PDN services:<br>Robin Riley 804-366-2272<br><a href="mailto:Robin.Riley@Anthem.com">Robin.Riley@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                                                                                             | For Hospice and Tech PDN services:<br>Lori Pernell 434-221-6078<br><a href="mailto:Lori.Pernell@Anthem.com">Lori.Pernell@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> |
| Care Coordination                | Kimberly Dassel 757-504-6339<br><a href="mailto:Kimberly.Dassel@Anthem.com">Kimberly.Dassel@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a>                                                                                                                                                                                      | Jennifer Crouse 540-742-8838<br><a href="mailto:Jennifer.Crouse@Anthem.com">Jennifer.Crouse@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a><br>Candice Milliman 804-572-5000<br><a href="mailto:Candice.Milliman@Anthem.com">Candice.Milliman@Anthem.com</a> | Amanda Louk 540-742-8839<br><a href="mailto:Amanda.Louk@Anthem.com">Amanda.Louk@Anthem.com</a>                                                                                                             |

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| Credentialing                | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                              | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                 | Theresa Ruggiero 203-677-8067<br><a href="mailto:Theresa.Ruggiero@Anthem.com">Theresa.Ruggiero@Anthem.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| Claims                       | For Hospice and Tech PDN services:<br>Lori Pernell 434-221-6078<br><a href="mailto:Lori.Pernell@Anthem.com">Lori.Pernell@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | For Hospice and Tech PDN services:<br>Janette Comer 276-469-9425<br><a href="mailto:Janette.Comer@Anthem.com">Janette.Comer@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | For Hospice and Tech PDN services:<br>Eden Salsman 571-429-1840<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a><br>Eyrarn Dokosi-Lynch 703 881-8543<br><a href="mailto:Eyrarn.Dokosi-Lynch@Anthem.com">Eyrarn.Dokosi-Lynch@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                                                                                                                                                                        |
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|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contracting       | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                                                          | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                             | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           |
| Credentialing     | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                                                          | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                             | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           |
| Authorizations    | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                                                | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                   | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a> |
| Claims            | Jamie Hill (Tidewater) 757-376-0793<br><a href="mailto:Jamie.Hill@Anthem.com">Jamie.Hill@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a><br>Vickey Thomas(Peninsula) 757 274-5512<br><a href="mailto:Vickey.Thomas@Anthem.com">Vickey.Thomas@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | Robin Riley 804-366-2272<br><a href="mailto:Robin.Riley@Anthem.com">Robin.Riley@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                                                                                                                                   | Lori Pernel 434-221-6078<br><a href="mailto:Lori.Pernel@Anthem.com">Lori.Pernel@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                 |
| Care Coordination | Kimberly Dassel 757-504-6339<br><a href="mailto:Kimberly.Dassel@Anthem.com">Kimberly.Dassel@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a>                                                                                                                                               | Jennifer Crouse 540-742-8838<br><a href="mailto:Jennifer.Crouse@Anthem.com">Jennifer.Crouse@Anthem.com</a><br>Tonya McNulty 276-210-0256<br><a href="mailto:Tonya.Mcnulty@Anthem.com">Tonya.Mcnulty@Anthem.com</a><br>Candice Milliman 804-572-5000<br><a href="mailto:Candice.Milliman@Anthem.com">Candice.Milliman@Anthem.com</a> | Amanda Louk 540-742-8839<br><a href="mailto:Amanda.Louk@Anthem.com">Amanda.Louk@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

| LTSS              | Roanoke/Alleghany                                                                                                                                                                                                 | Southwest                                                                                                                                                                                                         | Northern/Winchester                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contracting       | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Credentialing     | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                           | LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                                                                                                                                                                                                                             |
| Authorizations    | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a> | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a> | Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                                                                                                                                                                                                                   |
| Claims            | Lori Pernell 434-221-6078<br><a href="mailto:Lori.Pernell@Anthem.com">Lori.Pernell@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                              | Janette Comer 276-469-9425<br><a href="mailto:Janette.Comer@Anthem.com">Janette.Comer@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                           | Eden Salsman 571 429-1840<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> Eyram Dokosi-Lynch 703 881-8543<br><a href="mailto:Eyram.Dokosi-Lynch@Anthem.com">Eyram.Dokosi-Lynch@Anthem.com</a> or<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                                                                                                                                                                                                                    |
| Care Coordination | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                  | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                  | Adrianna Agnew 571-421-7876<br><a href="mailto:Adrianna.Angew@Anthem.com">Adrianna.Angew@Anthem.com</a><br>Nicole Harris 540-742-1356<br><a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a><br>Tien Hoang 202-774-0606<br><a href="mailto:Tien.Hoang@anthem.com">Tien.Hoang@anthem.com</a><br>Matthew Marquez 571-369-1142<br><a href="mailto:Matthew.Marquez@anthem.com">Matthew.Marquez@anthem.com</a><br>Phedy Mayaba 571-319-7346<br><a href="mailto:phedy.mayaba@anthem.com">phedy.mayaba@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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALL BEHAVIORAL HEALTH SERVICES  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Contracting                     | <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>Providers may also choose this link which will direct the providers to Availity if existing user, or prompt them to register for Availity:<br/> <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<br/> Mail drop VA2000S110<br/> P.O. Box 27401<br/> 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<br/> Mail drop VA2000S110<br/> P.O. Box 27401<br/> Richmond, VA 23279-0001</p> |

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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<br>804-601-5673<br><a href="mailto:erica-jandre.seymore@carelon.com">erica-jandre.seymore@carelon.com</a> | Alex Stewart<br>804-572-9096<br><a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a> | Andrea.Bright<br>804-572-4876<br><a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>      | Chris Dye<br>540-209-2859<br><a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>          | Robert Mays<br>202-748-6358<br><a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>            |
| Authorizations                                   | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>                         | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>           | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>         | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>         | Shana Harvey<br>804-206-3452<br><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<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>                 | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>   | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a> | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a> | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a> |
| Authorizations                                   | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>                          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>            | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          | Robin Afton<br>804-546-4968<br><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<br>804-601-5673<br><a href="mailto:erica-jandre.seymore@carelon.com">erica-jandre.seymore@carelon.com</a> | Alex Stewart<br>804-572-9096<br><a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a> | Andrea.Bright<br>804-572-4876<br><a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>      | Chris Dye<br>540-209-2859<br><a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>          | Robert Mays<br>202-748-6358<br><a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>            |
| Authorizations                                   | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>                          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>            | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          |

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

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| 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:<br><a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><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:<br><a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><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:<br><a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                            |
| Credentialing     | <a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a><br><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                           | <a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a><br><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                           | <a href="mailto:Credentialing@Anthem.com">Credentialing@Anthem.com</a><br><br>For Environmental Modifications:<br>LTSS Credentialing Team<br><a href="mailto:VALTSSProviderEnrollment@Anthem.com">VALTSSProviderEnrollment@Anthem.com</a>                                                                                                                                                                                                                                                                                           |
| Authorizations    | Call UM number on the back of the member's card<br>For EMODs:<br>Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                                  | Call UM number on the back of the member's card<br>For EMODs:<br>Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                                  | Call UM number on the back of the member's card<br>For EMODs:<br>Amanda Wilcox 804-543-0141<br><a href="mailto:Amanda.Wilcox@Anthem.com">Amanda.Wilcox@Anthem.com</a><br>Mandy Williams 757-298-0271<br><a href="mailto:Mandy.Williams2@Anthem.com">Mandy.Williams2@Anthem.com</a>                                                                                                                                                                                                                                                  |
| Claims*           | Utilize the following link to your Availity account:<br><a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a><br>If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a><br>For EMODs:<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | Utilize the following link to your Availity account:<br><a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a><br>If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a><br>For EMODs:<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a> | Utilize the following link to your Availity account:<br><a href="https://apps.availity.com/availity/web/public.elegant.login">https://apps.availity.com/availity/web/public.elegant.login</a><br>If you do not have an Availity account you can register via the following: <a href="https://availity.com/">https://availity.com/</a><br>For EMODs:<br><a href="mailto:VALTSSPR@Anthem.com">VALTSSPR@Anthem.com</a>                                                                                                                 |
| Care Coordination | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                                                                                                                                                                                                                    | Virginia (Ginger) Lipes 540-235-4810<br><a href="mailto:Virginia.Lipes@Anthem.com">Virginia.Lipes@Anthem.com</a>                                                                                                                                                                                                                                                                                                    | Adrianna Agnew 571-421-7876<br><a href="mailto:Adrianna.Angew@Anthem.com">Adrianna.Angew@Anthem.com</a><br>Nicole Harris 540-742-1356<br><a href="mailto:Nicole.Harris3@Anthem.com">Nicole.Harris3@Anthem.com</a><br>Tien Hoang 202-774-0606<br><a href="mailto:Tien.Hoang@anthem.com">Tien.Hoang@anthem.com</a><br>Matthew Marquez 571-369-1142<br><a href="mailto:Matthew.Marquez@anthem.com">Matthew.Marquez@anthem.com</a><br>Phedy Mayaba 571-319-7346<br><a href="mailto:phedy.mayaba@anthem.com">phedy.mayaba@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                       | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 |
| Escalation Contact                      | Kimberly White<br><a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> | 804-354-3771 | Kimberly White<br><a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> | 804-354-3771 | Kimberly White<br><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                       | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 | Cristy Payne<br><a href="mailto:Cristy.Payne@Anthem.com">Cristy.Payne@Anthem.com</a>       | 757-377-6844 |
| Escalation Contact                      | Kimberly White<br><a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> | 804-354-3771 | Kimberly White<br><a href="mailto:Kimberly.White@Anthem.com">Kimberly.White@Anthem.com</a> | 804-354-3771 | Kimberly White<br><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                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ALL BEHAVIORAL HEALTH SERVICES  | Anthem HealthKeepers Plus Inc.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Contracting                     | Following this link and select the appropriate Network Manager based on provider type and location:<br><a href="https://www.anthem.com/provider/contact-us/">https://www.anthem.com/provider/contact-us/</a>                                                                                                                                                                                                                                                                                                                                                                                                     | Please contact:<br><a href="mailto:ProviderRelations.VA@carelon.com">ProviderRelations.VA@carelon.com</a>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Credentialing                   | Anthem HealthKeepers Plus uses the <a href="#">Council for Affordable Quality Healthcare (CAQH) ProView</a> application for credentialing.<br>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.<br>For additional questions:<br><a href="mailto:credentialing@anthem.com">credentialing@anthem.com</a>                                                                                                                                                             | Carelton uses the <a href="#">Council for Affordable Quality Healthcare (CAQH) ProView</a> application for credentialing.<br>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.<br>For additional questions:<br><a href="mailto:credentialing@anthem.com">credentialing@anthem.com</a>                                                                                                                                                                              |
| Claims                          | 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.<br><a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a><br>Utilize the following self-service options: <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> | 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.<br><a href="https://www.anthem.com/provider/availity/">https://www.anthem.com/provider/availity/</a><br>Utilize the following self-service options: <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 Carelton 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 Carelton. If providers are unsure of their assignment they should reach out to:  
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 Clinical functions below are both managed by Carelton and by REGION                                                 |                                                                                                                  |                                                                                                                 |                                                                                                                |                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
|                                                                                                                 |                                      |                                                                                                                  |                                                                                                                 |                                                                                                                |                                                                                                                 |
| Community Mental Health Services<br>Comprehensive Crisis Services<br>MST/FFT/ACT                                | <u>Tidewater</u>                                                                                                        | <u>Central</u>                                                                                                   | <u>Charlottesville / Western</u>                                                                                | <u>Roanoke/Alleghany/SW</u>                                                                                    | <u>Northern VA /Winchester</u>                                                                                  |
| Care Coordination                                                                                               | Erica Seymore<br>757-407-7863<br><a href="mailto:Erica.Jandre.Seymore@carelon.com">Erica.Jandre.Seymore@carelon.com</a> | Alex Stewart<br>804-572-9096<br><a href="mailto:Alexandra.Stewart@carelon.com">Alexandra.Stewart@carelon.com</a> | Andrea.Bright<br>804-572-4876<br><a href="mailto:Andrea.Bright@carelon.com">Andrea.Bright@carelon.com</a>       | Chris Dye<br>540-209-2859<br><a href="mailto:Christina.Dye@carelon.com">Christina.Dye@carelon.com</a>          | Dr. Robert Mays<br>202-748-6358<br><a href="mailto:Robert.mays@carelon.com">Robert.mays@carelon.com</a>         |
| Authorizations                                                                                                  | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>                  | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>           | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>          | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>         | Shana Harvey<br>804-206-3452<br><a href="mailto:Shana.Harvey@carelon.com">Shana.Harvey@carelon.com</a>          |
| Addiction and Treatment Recovery<br>Services (ARTS)<br>Mental Health PHP / IOP<br>ARTS or Psychiatric Inpatient | <u>Tidewater</u>                                                                                                        | <u>Central</u>                                                                                                   | <u>Charlottesville / Western</u>                                                                                | <u>Roanoke/Alleghany/SW</u>                                                                                    | <u>Northern VA /Winchester</u>                                                                                  |
| Care Coordination                                                                                               | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>          | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>   | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>  | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a> | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>  |
| Authorizations                                                                                                  | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>                   | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>            | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>           | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>          | Robin Afton<br>804-546-4968<br><a href="mailto:RobinD.Afton@carelon.com">RobinD.Afton@carelon.com</a>           |
| Specialty Program Contacts                                                                                      | <u>Youth in Foster Care</u>                                                                                             | <u>Addiction &amp; Recovery<br/>Treatment Services</u>                                                           | <u>Gold Card Providers &amp;<br/>Value Based Payment</u>                                                        | <u>Behavioral Health Homes</u>                                                                                 | <u>Behavioral Health Director</u>                                                                               |
|                                                                                                                 | Melissa McGinn<br>804-647-4541<br><a href="mailto:Melissa.McGuinn@carelon.com">Melissa.McGuinn@carelon.com</a>          | Rochelle Bland<br>804-219-6013<br><a href="mailto:RochelleE.Bland@carelon.com">RochelleE.Bland@carelon.com</a>   | Victoria McCown<br>804-543-9711<br><a href="mailto:Victoria.McCown@carelon.com">Victoria.McCown@carelon.com</a> | Anne Catlett<br>804-401-6462<br><a href="mailto:Anne.Catlett@carelon.com">Anne.Catlett@carelon.com</a>         | Alyssa Ward, Ph.D., LCP<br>804-346-7014<br><a href="mailto:Alyssa.Ward@carelon.com">Alyssa.Ward@carelon.com</a> |