



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

# Quick start guide



[www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid)

1-800-901-0020 (TTY 711)

AVA-MEM-1279-18

# Welcome to your Anthem HealthKeepers Plus plan

We're glad you're our member! This interactive booklet will help you learn how to use your new health plan for your Medallion Medicaid and FAMIS benefits and services.\* Use the table of contents below and underlined links to take you where you need to go. Be sure to look for any buttons which may offer extra information to help you get started. For more details, be sure to read your [member handbook](#).

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\*This guide covers some benefits for FAMIS members. For more information, check your member handbook or go online to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid).

# Getting started

Look for your Anthem HealthKeepers Plus [member ID card](#) in the mail. You'll use it to go to the doctor, get prescriptions and in case of an emergency.



Go to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) to register for your secure online account, find doctors in our plan and read your [member handbook](#). We can send you a copy of your member handbook by mail free of charge.



**Complete your health assessment (HA).**\* It's a short questionnaire that will help us connect you to care that fits your needs. If you have questions or didn't get one, just call our Case Management team at 1-844-533-1994, ext. 106-103-5148 (TTY 711).

*\*If you're a member through Medicaid expansion, you'll also need to complete a **health screener** to help us determine how we can best get you the care you need.*

## Your primary care provider (PCP)



Your **PCP** is listed on your [ID card](#). This is your main doctor who will help you get your regular medical care. If you want to change your PCP or need help finding one, you can:

- Go online to [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) and use our [Find a Doctor](#) tool or provider directory to find doctors and specialists near you.
- Call our Member Services team. We're here to help from 8 a.m. to 8 p.m.

Remember to set up a visit with your PCP soon after signing up with us.

# Your medicines



You get covered over-the-counter and prescription drugs at no cost.\* You'll just need to use pharmacies in our plan. The [Preferred Drug List \(PDL\)](#) is a list of drugs doctors use to prescribe your medicines. If you need a drug that is not on our PDL, it may be on our [formulary](#) – the list of all the drugs we will pay for. You may need to get prior approval from us for some drugs.

To find out if a drug is on our PDL or formulary:

- Visit [mss.anthem.com/va/benefits/pharmacy-benefits](https://mss.anthem.com/va/benefits/pharmacy-benefits).
- Call Pharmacy Member Services at **1-833-207-3120 (TTY 711)**.

To find drug stores in our plan, use our [Find a Doctor](#) tool. For more information, be sure to read your member handbook.



*\*Some FAMIS members may have low dollar copays for medicines. To find out more, visit [www.anthem.com/vamedicaid](https://www.anthem.com/vamedicaid).*



Call your PCP as soon as you can after you visit the ER or urgent care center. Your PCP can help with your follow-up care. Use our online [Find a Doctor](#) tool to find urgent care centers we work with.

# Getting care



Be ready for the unexpected.

Know where to go: emergency room versus urgent care

Urgent care	Emergency room
Used to treat situations that aren't life-threatening	Used for true medical emergencies
Doctors and nurses usually have access to X-rays and labs onsite	Handle trauma, X-rays, surgical procedures and other life-threatening situations
Most are open late at night, on weekends, holidays — and without the long wait of the emergency room (ER)	Open 24/7, but often with long waits depending on medical priority
Visit an urgent care for: <ul style="list-style-type: none"><li>• Throwing up, diarrhea and stomach pain</li><li>• Minor burns and cuts</li><li>• Flu and cold</li><li>• Coughs and sore throat</li></ul>	<b>Call 911</b> or go to the nearest hospital ER for: <ul style="list-style-type: none"><li>• Chest pain</li><li>• Trouble breathing</li><li>• Severe bleeding</li><li>• Bad burns</li><li>• Loss of consciousness</li></ul>

**Talk to a nurse 24 hours a day, seven days a week, even on holidays.** If you're not sure if you're having an emergency, call the 24/7 NurseLine at **1-800-901-0020 (TTY 711)**. The nurse will help answer your questions and get you the care you need.

**Reasons why you would not want to go to the ER if it's not an emergency:**

- The waiting time can be very long.
- The ER doesn't have your medical records.
- ER doctors don't know you as well as your PCP.

# Your benefits

With us, you get all your regular benefits, plus some extras. Some FAMIS members may have copays for some benefits and services. For a full list of your benefits, including FAMIS copay information, be sure to check your member handbook or visit [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid).

## Regular benefits



Doctor visits with a primary care provider (PCP) you choose

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Hospital care

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Prescription and over-the-counter medicines

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24/7 NurseLine — talk with a nurse anytime, day or night

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Eye exams and dental care for members under 21

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Rides to routine doctor visits and the drugstore\*

*\*Nonemergency rides are **NOT** a benefit for FAMIS members at this time. If you need **emergency transportation**, please call **911**.*

## Extra benefits, just for you

- **Dental care** — one cleaning, one exam, and bitewing X-rays per year for adults ages 21-64
- **Free rides** to grocery stores, farmers markets and food banks
- **GED testing on us**
- **\$25 gift card** for high school and college students with A's and B's
- **Up to \$20 Walmart gift card** for completing your health screener
- **Smartphone** with free minutes, data and texts
- **Meals delivered to your home** after a hospital stay, which includes new moms after delivery — two meals a day for seven days
- **Boys & Girls Club memberships** (where available)
- **Free diapers, umbrella stroller and children's books** delivered to your home
- **Sports physicals** for kids
- **Coupon book** with over \$1,000 in savings at local stores



**For dental services for children enrolled in Medallion Medicaid or FAMIS, call DentaQuest's Smiles For Children program at 1-888-912-3456.**

- There are no costs for dental services for Medicaid members.
- You can only use dental providers in the Smiles For Children network.



Remember to bring your child's Commonwealth of Virginia (blue and white) or Anthem HealthKeepers Plus member ID card each time you visit the dentist.

- Be sure to get regular checkups with your child's dentist.

# Getting you where you need to go

## We offer no-cost rides to:

- Medical and dental appointments.
- The drugstore to pick up medication.



**Medical rides** are available anytime. Nonemergency rides are **NOT** a benefit for FAMIS members at this time. If you need **emergency transportation**, please call **911**.

## As an extra benefit, we also offer non-medical rides to grocery stores and farmers markets.

These rides are available seven days a week from 8 a.m. to 5 p.m. You qualify for 12 round trips\* every year or three every three months.

## How to set up your ride

1. To set up your ride, call SET at least five business days in advance. Remember to write down your confirmation number in case you need to refer to it. If you need an urgent ride the day you're calling, let SET know. They'll verify your appointment, and we'll work with you to get you where you need to go.
2. Let them know if you have any special transportation needs. If a child under the age of 8 will be riding in the vehicle, make sure to bring your own car seat.
3. Go ahead and schedule a return trip if you know when your appointment will be over. They will pick you up within 30 minutes, but be ready 15 minutes early for your ride. If you don't know how long your appointment will last, just call SET when it's over.

*\*A round trip is classified as one pickup and one drop-off not exceeding more than 30 miles round trip for urban locations and 60 miles for rural areas.*

## Call SET if:

1. You want to set up a ride.
2. Your appointment is cancelled or rescheduled.
3. Your ride is late or you have a complaint.
4. You want to drive yourself and get approval for gas reimbursement.





We contract with Southeastrans (SET) for all of our transportation benefits. Just give them a call at **1-877-892-3988 (TTY 711)** if you have any questions about transportation.

For more information, be sure to look in your member handbook or visit [www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid) and go to the **Schedule a ride** page.



# Reporting your changes



## Have you moved? Have a new phone number?

Keep your information up to date, so you don't miss important messages or lose your benefits.

### Let us know right away!

Update your information with us by:

- Logging in to your secure account on our website.
- Calling Member Services at **1-800-901-0020** (TTY 711).

# Renewing your benefits

Remember to also tell your local Department of Social Services office about any changes.

Don't forget to renew your benefits each year. The state will send you a reminder letter and form before open enrollment each year. Fill out the form and return it to your local Department of Social Services. You can also call Cover Virginia at **1-855-242-8282** (TDD **1-888-221-1590**) or visit [www.coverva.org](http://www.coverva.org) to renew.

## Having a baby? Don't lose your health benefits.

As a new mom, you have 60 days to enroll your newborn and reapply for your Medicaid benefits by following the steps below. If you have any questions, call our Case Management team. We're here to help.

- Enroll your newborn by calling Cover Virginia Monday through Friday from 8 a.m. to 7 p.m. and Saturday from 9 a.m. to 12 p.m.
- Submit your full Medicaid application by calling Cover Virginia.

# Your resources



## Our website

[www.anthem.com/vamedicaid](http://www.anthem.com/vamedicaid)

You can do all of this online and more!

- Set up your secure account to get updates and information online.
- Read your member handbook.
- Change your PCP.
- Update contact information with us (be sure to call your local DSS office, too).
- Find a doctor or specialist or view your region's provider directory.
- Search our Preferred Drug List (PDL).
- Find information about benefits.
- Print your ID card.



## Your Care Plan

Do more online with the Your Care Plan tool. Just [log in](#) to your secure account.

- View details about your care, so you're always up to date.
- Find your care coordinator's contact information.
- Send secure messages about diagnoses, goals, medicines, services and more.



## Our Anthem Medicaid

[mobile app](#)  
Just search "Anthem Medicaid" in the app store.

- View your ID card on the go.
- Find doctors near you.



## Member Services

Call us at  
**1-800-901-0020**  
**(TTY 711)**  
Monday through  
Friday from  
8 a.m. to 8 p.m.

- Get answers to questions about benefits and services.
- Select or change your PCP.
- Talk to a nurse anytime on our 24/7 NurseLine.





# Other important phone numbers



<b>Member Services</b>	1-800-901-0020 (TTY 711) <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>
<b>24/7 NurseLine</b>	1-800-901-0020 (TTY 711) <a href="http://www.anthem.com/vamedicaid">www.anthem.com/vamedicaid</a>
<b>Case Management</b>	1-844-533-1994, ext. 106-103-5148
<b>Pharmacy Member Services</b>	1-833-207-3120 (TTY 711)
<b>Disease Management Program</b>	1-888-830-4300
<b>Managed Care Helpline</b>	1-800-643-2273 (TTY 1-800-817-6608) <a href="http://www.virginiamanagedcare.com">www.virginiamanagedcare.com</a> You can also use the Virginia Medallion mobile app!
<b>Cover Virginia</b>	1-855-242-8282 (TDD 1-888-221-1590) <a href="http://www.coverva.org">www.coverva.org</a>
<b>Department of Social Services</b>	Dial 2-1-1 (211 Virginia) <a href="http://www.dss.virginia.gov">www.dss.virginia.gov</a>
<b>Transportation Services (Southeastrans)</b>	1-877-892-3988 (TTY 711) <a href="http://www.southeastrans.com">www.southeastrans.com</a>
<b>Smiles For Children dental program (DentaQuest)</b>	1-888-912-3456 <a href="http://www.dentaquestgov.com">www.dentaquestgov.com</a>
<b>Mental Health and Substance Abuse Services</b>	1-800-991-6045
<b>WIC</b> (supplemental nutrition information for Women, Infants, and Children)	1-888-942-3663
<b>Virginia Poison Center</b>	1-800-222-1222 <a href="http://www.virginiapoinson.org">www.virginiapoinson.org</a>



Did you know Virginia expanded Medicaid on January 1, 2019? More people may now be eligible for no-cost health insurance. To find out more, visit [www.chooseanthem.com/va](http://www.chooseanthem.com/va).



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Call toll free for translation or oral interpretation at no cost/Llame a la línea gratuita para servicios de traducción o interpretación sin cargo: 1-800-901-0020 (TTY 711).

Benefits may change.

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