



SENT VIA EMAIL (Scott.White@scc.virginia.gov)

June 23, 2021

Commissioner Scott A. White  
State Corporation Commission  
Bureau of Insurance  
P.O. Box 1157  
Richmond, Virginia 23218

**Re: Anthem Claims Payment Delays**

Dear Commissioner White:

Several of our hospital and health system members have recently made us aware of significant claims payment delays by Anthem Health Plans of Virginia, Inc. The uncharacteristic volume and consistency of these various reports compels us to contact the Bureau of Insurance (BOI) for awareness and follow-up.

Va. Code § 38.2-3417.15(B.1) requires that carriers pay clean claims within 40 days of receipt of the claim. We have been told of high volumes of hospital claims that are now aged past the 40-day mark; and some more than 90 days past the submission date. Without access to privileged contractual or reimbursement information, we do not know the exact financial impact of this issue. However, we estimate the amount past due to Virginia hospitals is cumulatively in the *hundreds of millions of dollars*. This is cash flow hospitals expect and need to fund ongoing health care operations.

We respectfully request the BOI investigate this matter as soon as possible. I welcome the opportunity to discuss it further with you. You can reach me at (804) 297-3194 and [cconnors@vhha.com](mailto:cconnors@vhha.com).

Sincerely,

A handwritten signature in black ink that reads "Craig Connors".

Craig Connors  
Senior Director, Payor Relations  
Virginia Hospital and Healthcare Association

cc: Julie Blauvelt, Deputy Commissioner  
Jackie Myers, Chief Insurance Market Examiner