

Provider Update

Coming Soon — Enhancements to Our Online Claims Tool!

Background: To continue to simplify processes and make our website a valuable resource for you, we are adding a new feature to our online claims status tool – the ability to appeal a nonauthorization-related denied claim.

✦ **What this means to you:** No actions necessary — for your information only

More about this new feature

Our enhanced claims tool will afford you the opportunity to appeal a nonauthorization-related denied claim and upload supporting documents through our website at providers.amerigroup.com. You will also have the option of choosing a preferred method of communication — either mail or email.

When will I be able to use this tool?

We plan to launch this new feature in phases with all providers having access by mid-June 2013. We'll send you a notice when the feature is live on our site and ready for you to use.

How will I access this online tool?

The tool is available at providers.amerigroup.com — enhancements will be built into this same tool, behind the scenes, in a seamless process for you. More instructions will be provided in our next update.

Need help?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

**In Louisiana, Amerigroup Louisiana, Inc. In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.*

PEC-ALL-0874-13
Issued March 2013
By Amerigroup Provider Services

