

Provider Update

Coming Soon! Enhancements for Our Online Precertification Tool

Background: To continue to simplify processes and make our website a valuable resource for you, we are adding a new feature to our precertification status tool — the ability to appeal denied requests only.

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

More about this new feature

In February 2013, we announced our first set of enhancements to the online precertification status tool — giving you more detailed information about your requests and the reasons for authorizations described as denied, partially approved or pending.

We are working on new functionality that will allow you to appeal denied requests and review the appeal status online. You will be able to upload supporting documents in one of the acceptable file formats (Microsoft Word and Excel Files, PDFs or TIFFs) and receive confirmation numbers, making it easy for you to follow up on your requests.

When can I use the 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 the 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.

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