

Your guide to the Amerigroup Iowa, Inc. provider website

Amerigroup works with Availity, a multipayer portal, to help reduce administrative costs for providers.

When you log in to the secure Amerigroup provider website using your Availity ID and password, you will see:

- **Quick and easy navigation** — The main navigation categories you use the most are on the left side of the home page.
- **Structured content** — We organize our forms, resources and educational materials for easier access.
- **Conveniently placed publications** — We place links to the most frequently used resources under *Useful Publications* on the home page.

The screenshot shows the Amerigroup RealSolutions in healthcare provider website. At the top left is the Amerigroup RealSolutions logo. To its right are four small photos of diverse people. Further right is a large teal button labeled 'Providers'. Below the logo, it says 'Welcome, Iowa Provider' and includes accessibility icons and a 'Logout' link. A left-hand navigation menu lists: Home, Claims, Precertification, Medical, Pharmacy, Members, Provider Education, Account Management, and Find a Doctor. The main content area features 'News & Announcements' with a 'URGENT: IME Provider Enrollment Notification' and a 'Useful Publications' box containing links for 'Provider Updates & Communications' and 'Provider Manuals & Quick Reference Guides'. On the right, there is a 'Viewing' dropdown menu set to 'Iowa' and a 'Provider Survey' button with the text 'Please help us improve our provider website by taking this brief survey. Take Survey'. At the bottom right is the NCOA Distinction Multicultural Health Care logo. The footer contains the Medicaid number '1-800-454-3730' and the copyright notice '© 2017 Amerigroup Corporation'.

Accessing patient information and provider resources

You can access the secure Amerigroup provider website by going to either <https://providers.amerigroup.com> or <https://www.Availity.com>.

Access through <https://providers.amerigroup.com>

If you are navigating to the secure Amerigroup provider website from <https://providers.amerigroup.com>:

- Select **Login**.
- Enter your Availity ID and password.

The screenshot shows the Amerigroup RealSolutions in healthcare website. The header includes the logo and navigation links: contact us, state sponsor sites, login, Partner With Us, Quick Tools, and Find a Doctor. The main image shows a woman holding a baby, with the word 'Providers' overlaid. Below the image is the heading 'How Can We Help You?' and the section 'Amerigroup & You'. The text describes the company's commitment to helping providers. There are three main sections: 'Join Our Network' with a 'Get Started' button, 'The States We Serve' listing 12 states (D.C., Florida, Georgia, Iowa, Kansas, Maryland, New Jersey, New Mexico, Tennessee, Texas, Washington), and a 'Login' button with a 'Register >' link for new users.

Amerigroup RealSolutions
in healthcare

contact us state sponsor sites login
Partner With Us Quick Tools Find a Doctor

Providers

How Can We Help You?

Amerigroup & You

Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. And that begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives.

Join Our Network

Interested in joining the Amerigroup network?

[Get Started](#)

The States We Serve

Amerigroup currently operates in 12 states and is growing!

D.C.	Kansas	Tennessee
Florida	Maryland	Texas
Georgia	New Jersey	Washington
Iowa	New Mexico	

[Login](#)

Are you a new user? [Register >](#)

- Select your state from the *Select a Market* drop-down list on the right side of the home page:

Welcome, Iowa Provider

Providers

[Logout](#)

Home

- Claims
- Precertification
- Medical
- Pharmacy
- Members
- Provider Education
- Account Management
- Find a Doctor

News & Announcements

URGENT: IME Provider Enrollment Notification

Provider enrollment renewal is required by the IME by June 30, 2017. [Learn more](#)

Useful Publications

Provider Updates & Communications ▶

Provider Manuals & Quick Reference Guides ▶

Viewing

Iowa ▼

Use the select above to choose another state ⓘ

Provider Survey

Please help us improve our provider website by taking this brief survey.

[Take Survey](#) ⓘ

Medicaid: 1-800-454-3730

© 2017 Amerigroup Corporation

Access through <https://www.Availity.com>

If you are navigating to the secure Amerigroup provider website from <https://www.Availity.com>:

- Select **Web Portal Users Login** and enter your Availity ID and password.
- Select **Log in**.

Availity™

User ID:

Password:

Show password

[Forgot your password?](#) [Forgot your user ID?](#) [Log in](#)

Log in to Amerigroup Provider Self Service using your Availity user ID and password

- Select **Amerigroup Provider Self-Service** from *My Top Applications* located on the home page:

The screenshot shows the Amerigroup Iowa provider portal. At the top, there is a navigation bar with the Amerigroup logo, a home icon, a notification bell with '1', 'My Favorites', 'Iowa', 'Help & Training', 'Iowa's Account', and 'Logout'. Below this is a secondary navigation bar with 'Patient Registration', 'Claims & Payments', 'My Providers', 'Reporting', 'Payer Spaces', and 'More', along with a 'Keyword Search' field. The main content area is titled 'My Top Applications' and contains two large tiles. The first tile, 'Provider Self Service', features the Amerigroup logo and is highlighted with a red arrow. The second tile, 'Authorizations & Referrals', features an 'A&R' logo. To the right of these tiles is an advertisement for 'AVAILITY PATIENT PAYMENTS' with the text 'Maximize practice efficiency. Increase office collections. Reduce patient debt.' and a 'Learn More & Sign Up' button. The advertisement also mentions 'POWERED BY TRANSFIRST'.

- You will automatically be directed to the secure Amerigroup provider website:

The screenshot shows the Amerigroup RealSolutions in healthcare provider website. The header features the Amerigroup logo, a 'Providers' button, and a 'Logout' link. The main content area includes a 'Welcome, Iowa Provider' message. On the left is a navigation menu with 'Home', 'Claims', 'Precertification', 'Medical', 'Pharmacy', 'Members', 'Provider Education', 'Account Management', and 'Find a Doctor'. In the center is a 'News & Announcements' section with a 'URGENT: IME Provider Enrollment Notification' and a 'Learn more' link. To the right is a 'Useful Publications' section with 'Provider Updates & Communications' and 'Provider Manuals & Quick Reference Guides'. Below these is a 'Provider Survey' button. The footer includes 'Medicaid: 1-800-454-3730', '© 2017 Amerigroup Corporation', and links for 'Privacy', 'Terms of Use', and 'Report Waste, Fraud, or Abuse'. There is also a 'DISTINCTION NCOA MULTICULTURAL HEALTH CARE' logo.

Provider web portal

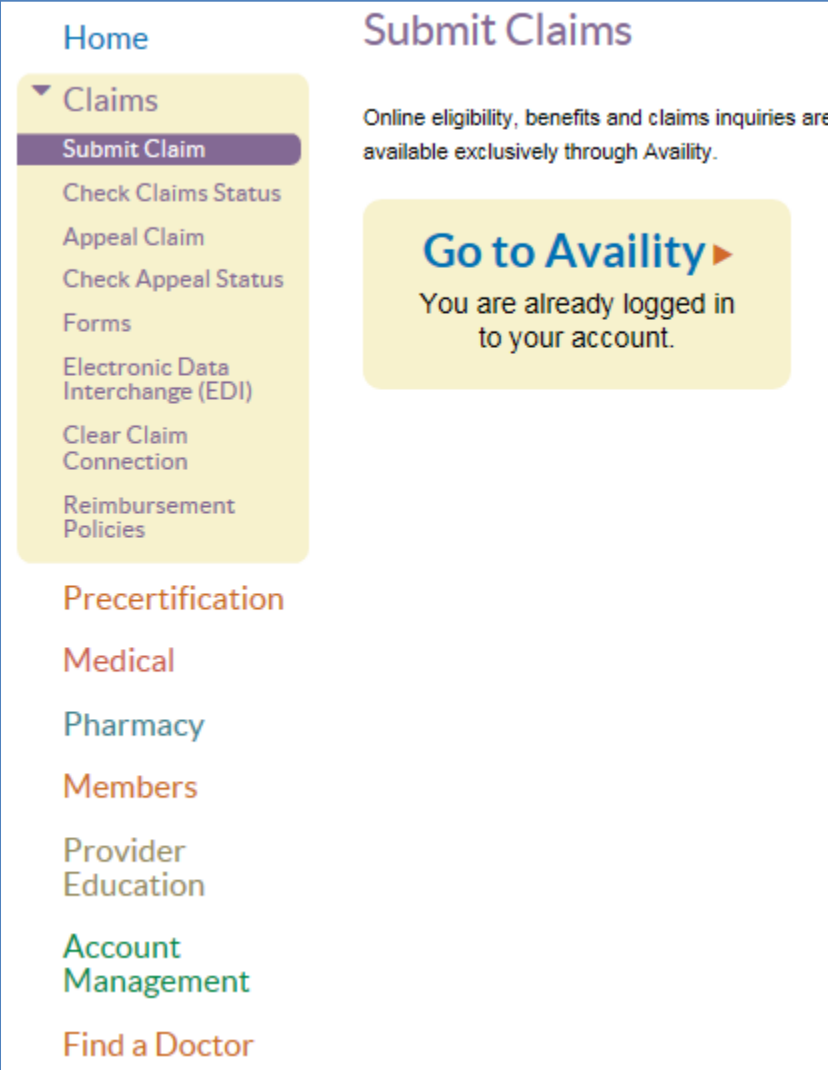
Member eligibility, benefit information, claims status inquiry and claims submission functions are available on the Availity Portal at <https://www.Availity.com>. Users can no longer access this information on the Amerigroup provider website.

Claims

To submit a claim or view claim status, select

Claims on the left-hand navigation of the Amerigroup provider website and go to the Availity Portal using the link provided.

For more information on submitting and viewing claims on Availity, go to <https://www.Availity.com> and select **Tutorials** in the upper navigation bar.



The screenshot shows the Availity Portal interface. On the left is a navigation menu with the following items: Home, Claims (expanded), Submit Claim (highlighted), Check Claims Status, Appeal Claim, Check Appeal Status, Forms, Electronic Data Interchange (EDI), Clear Claim Connection, Reimbursement Policies, Precertification, Medical, Pharmacy, Members, Provider Education, Account Management, and Find a Doctor. On the right is the 'Submit Claims' section, which includes the text 'Online eligibility, benefits and claims inquiries are available exclusively through Availity.' and a prominent yellow button that says 'Go to Availity' with a right-pointing arrow. Below the button, it states 'You are already logged in to your account.' A red arrow points to the right side of the 'Go to Availity' button.

To appeal a final or denied claim on the Availity Portal in the Claims Status Inquiry, select **Appeal a Claim** in the claims detail page and complete the request. This is generally the fastest way to get provider appeals processed.

Eligibility and benefits

To view eligibility and benefit information, choose **Members** on the left-hand navigation of the Amerigroup provider website and go to the Availity Portal using the link provided.

The screenshot displays the Amerigroup provider website interface. On the left is a vertical navigation menu with the following items: Home, Claims, Precertification, Medical, Pharmacy, Members (expanded), PCP Member Listing, Member Reports, Health Information Portal, Member Rights & Responsibilities, Eligibility (highlighted with a dark orange bar), Patient360, Provider Education, Account Management, and Find a Doctor. The main content area is titled 'Member Eligibility' and contains the text: 'Online eligibility will now be available exclusively through Availity.' Below this text is a yellow callout box with the text 'Go to Availity' in blue, a right-pointing orange arrow, and the message 'You are already logged in to your account.' A red arrow points to the right side of the yellow callout box.

Panel listing

To download your panel listing, select **Members** on the left-hand navigation of the Amerigroup provider website. For more information on downloading your member panels, review the *Eligibility and Panel Listing Guide* located on the *Provider Education* tab on the left-hand navigation.

The screenshot displays the Amerigroup RealSolutions in healthcare provider website interface. At the top left is the Amerigroup RealSolutions logo. To its right are five small profile photos of diverse individuals. Further right is a teal 'Providers' button. Below the logo, the text 'Welcome, Iowa Provider' is displayed. On the right side, there are navigation icons and a 'Logout' link. A purple 'Viewing' box shows 'Iowa' selected in a dropdown menu, with instructions to use the select above to choose another state. The main content area is titled 'PCP Member Listing' and contains two paragraphs of text explaining the tool's purpose and data accuracy. Below this, a 'To get started:' section features two dropdown menus: 'Select Panel Type' (set to 'PCP Member Listing') and 'Select TIN'. A red arrow points to the 'PCP Member Listing' dropdown. At the bottom of this section are two buttons: 'Download Listing for Entire TIN' and 'Select a Specific Individual or Group Provider'. The left-hand navigation menu includes links for Home, Claims, Precertification, Medical, Pharmacy, Members (with a sub-menu for PCP Member Listing, Member Reports, Health Information Portal, Member Rights & Responsibilities, Eligibility, and Patient360), Provider Education, Account Management, and Find a Doctor.

Not registered yet?

Register today at <https://www.Availity.com> for immediate access to these online tools. Select the Register button in the top navigation banner, then complete the online registration wizard for providers.

Precertification tool

Amerigroup offers a powerful online precertification tool for providers.

The screenshot shows the Amerigroup RealSolutions website interface for Iowa providers. The header includes the Amerigroup RealSolutions logo, a navigation bar with a 'Providers' button, and a 'Logout' link. A sidebar on the left lists navigation options: Home, Claims, Precertification (highlighted), Medical, Pharmacy, Members, Provider Education, Account Management, and Find a Doctor. The main content area is titled 'Precertification' and features a 'Request Precertification' section with a detailed instruction: 'When submitting a request for prior authorization, please ensure that you submit your group NPI if you are billing at the group level and an individual NPI if you are billing at an individual practitioner level.' Below this are four colored buttons for 'Request Precertification': 'For General Services • Maternity/OB • Emergent Admission • Medical Injectables', 'For Pharmacy Prior Authorizations', 'For Radiological Services Precertify these requests through AIM Specialty Health', and 'For Vision & Dental'. A 'Check Status' section includes three buttons: 'Check status of a precertification and/or file an appeal', 'Check status of an appeal', and 'Check status of an appeal'. On the right, there is a 'Viewing' dropdown menu set to 'IOWA' and a 'Logout' link. The footer contains the Medicaid number '1-800-454-3730' and the copyright notice '© 2017 Amerigroup Corporation'.

Benefits of the online precertification tool include:

- **Ease of navigation** — The improved navigation format includes tabs and service icons for emergent admissions, precertification and OB global to help users easily identify the precertification categories.
- **Submission enhancements** — To improve the submission process for a precertification request, the online precertification tool allows users to:
 - Attach supporting documentation.
 - Review and print the authorization prior to submitting the request.
 - View an immediate *approved* or *pending* response to an authorization request.
 - Include up to 10 diagnosis codes with associated description displayed.
 - Enter available baby information for delivery notifications.
 - Enter specific conditions with high-risk OB diagnosis.

- **Search functionality** — To assist providers with locating member or provider information, the precertification tool has:
 - Multiple criteria selection features for provider and member searches.
 - An option to add provider information for a manual search if no results are returned during a provider search.

Additional questions

For questions or additional registration assistance related to Availity, contact Availity Client Services at 1-800-282-4548, Monday-Friday from 7 a.m.-6 p.m. Central time.

If you need assistance with any other item, contact your local Amerigroup Provider Relations representative or call our Provider Services team at 1-800-454-3730.