

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com>.

Clarification on medical director peer-to-peer process

Amerigroup knows your time is important, and we want to make the peer-to-peer process easy for you. Therefore, we now allow your office staff to call on your behalf to schedule a peer review with our medical director.

If you received a denial or notification that a case is under review and you would like to discuss the case with our medical director, please call 1-800-839-6275, ext. 57768 or 817-861-7768. Be ready to provide the following information:

- Name of person/physician our medical director needs to call
- Contact number
- Convenient time for a return call
- Authorization/reference number for the case
- Member's name, DOB and Amerigroup ID number

If you or your office staff reach our voicemail, please leave the name of the best contact person and his or her phone number so that our representatives can reach out for additional information.

Our medical director will make every effort to call you back within one business day.

Please note, if the notification you received indicates the case was denied, you may contact us within two business days of receipt of the notification to set up a peer-to-peer review for possible reconsideration. After two business days, the case will need to follow the appeal process outlined in the denial letter received.

<https://providers.amerigroup.com>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.