

New Texas Credentialing Verification Organization coming April 1, 2018

Beginning April 1, 2018, Amerigroup will use a Credentialing Verification Organization (CVO), Aperture, for all new initial credentialing and recredentialing requests.

What this means to me:

- You will continue to contact Amerigroup at 713-218-5112 or 855-817-5783 ext. 36016, fax to 855-225-9928 or email at TXCredentialing@amerigroup.com to indicate your wish to enroll; this applies for all products.
- Be prepared to provide the following information Provider/Facility Details, Primary Practice/Facility Details, and Credentialing Contact information or complete a *Letter of Interest Form*. Do not send Amerigroup a credentialing application.
- Amerigroup will notify Aperture of your intent to become a credentialed provider.
- Amerigroup will begin the contracting process if necessary. For contracting, we need you to provide guidance on which products you will serve (e.g., STAR, STAR+PLUS, STAR Kids, CHIP, CHIP Perinatal, Medicare Advantage/Special Needs Plan or Medicare-Medicaid Plan).
- Aperture will collect all credentialing applications, forms, licenses and other relevant information needed to validate your credentials — This is called primary source verification (PSV).
- Upon completion of PSV, Aperture will notify Amerigroup for the Credentialing Committee review.
- You will receive a final notification from Amerigroup upon completion of all credentialing-related actions.

The CVO process is for credentialing only — Aperture does not contract; you must still contract with Amerigroup.

For more information about CVO, please review *Resources for Providers* at <https://hhs.texas.gov/services/health/medicaid-chip>.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, please contact your local Provider Relations representative or call Provider Services at the toll-free phone numbers listed below:

- Medicaid providers call 1-800-454-3730.
- Medicare providers call 1-866-805-4589.

<https://providers.amerigroup.com>