

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

## **Incontinence supplier change**

**Summary of change:** Effective January 8, 2017, Amerigroup will change the supplier used for incontinence supplies. Amerigroup will notify any member affected by this change.

### **What is the impact of this change?**

To help improve health care outcomes and experiences for our members, we are building a stronger, more focused network of care providers. As part of this effort, Amerigroup will use a different supplier for adult and pediatric incontinence products for Amerigroup members beginning January 8, 2017. This includes all members whose incontinence supplies are arranged through Amerigroup, including Amerigroup service coordinators.

We will notify members affected by this change and support them with information to minimize disruption in receiving necessary supplies. Please continue to provide incontinence products to Amerigroup members through January 8, 2017.

This change is not for cause and does not apply to any other products or services you provide to members.

### **What if I need assistance?**

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 toll free at 1-800-454-3730.

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