

## Contracting with Amerigroup

**STAR+PLUS, Amerigroup STAR+PLUS MMP and Amerigroup Amerivantage**

To initiate a contract for your nursing facility, contact your designated Provider Relations representative.

## Helpful websites and links to other resources

<b>Provider website</b>	<a href="https://providers.amerigroup.com/TX">https://providers.amerigroup.com/TX</a>
<b>Provider manual</b>	<a href="https://providers.amerigroup.com/Public%20Documents/TXTX_NFProviderManual.pdf">https://providers.amerigroup.com/Public%20Documents/TXTX_NFProviderManual.pdf</a>
<b>Service coordinator assignments</b>	<a href="https://providers.amerigroup.com/Public%20Documents/TXTX_NF_ServiceCoordAssignments.pdf">https://providers.amerigroup.com/Public%20Documents/TXTX_NF_ServiceCoordAssignments.pdf</a>
<b>Provider Relations representatives — nursing facility</b>	<a href="https://providers.amerigroup.com/Public%20Documents/TXTX_NFPRRRepList.pdf">https://providers.amerigroup.com/Public%20Documents/TXTX_NFPRRRepList.pdf</a>
<b>Availity</b>	<a href="https://www.availity.com">https://www.availity.com</a>
<b>TMHP</b>	<a href="http://www.tmhp.com">http://www.tmhp.com</a>
<b>Bill Code Crosswalks</b>	<a href="https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/long-term-care-bill-code-crosswalks">https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/long-term-care-bill-code-crosswalks</a>

## Enroll, update, change or cancel EFT and ERA\* after September 1, 2018

<b>EFT only</b>	Council for Affordable Quality Healthcare (CAQH) EFT EnrollHub tool: <a href="http://www.caqh.org/solutions/enrollhub">http://www.caqh.org/solutions/enrollhub</a> CAQH Provider Help Desk: 1-844-815-9763
<b>ERA only</b>	Register for ERAs at <a href="https://www.availity.com">https://www.availity.com</a> . Availity: 1-800-282-4548

\* Electronic funds transfer (EFT), electronic remittance advice (ERA).



<https://providers.amerigroup.com/TX>

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.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

Coverage provided by Amerigroup Inc.

# Nursing Facility Provider Quick Reference Guide



## Important contact numbers

<b>Amerigroup Nursing Facility Claims Inquiries</b>	1-800-454-3730
<b>Amerigroup Provider Services — STAR and STAR+PLUS</b>	1-800-454-3730
<b>Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) Provider Services</b>	1-855-878-1785
<b>Amerigroup Amerivantage (Medicare Advantage) Provider Services</b>	1-866-805-4589
<b>Amerigroup Member Services</b>	STAR+PLUS 1-800-600-4441 Amerigroup STAR+PLUS MMP 1-855-878-1784
<b>Amerigroup EDI Hotline</b>	1-800-590-5745
<b>Texas Medicaid &amp; Healthcare Partnership (TMHP) Provider Line</b>	1-800-925-9126
<b>TMHP TexMedConnect EDI Help Desk</b>	1-888-863-3638
<b>TMHP Claims Help Desk</b>	1-800-626-4117, option 1
<b>Availity Technical Support</b>	1-800-282-4548
<b>Aperture (credentialing verification organization)</b>	1-855-743-6161, option 3
<b>Change Healthcare (formerly Emdeon)</b>	1-866-858-8938, option 2

## General email inquiry

<b>Provider Relations</b>	<a href="mailto:nf-providerrelations@amerigroup.com">nf-providerrelations@amerigroup.com</a>
<b>QIPP</b>	<a href="mailto:TXQIPP@amerigroup.com">TXQIPP@amerigroup.com</a>

## Prior authorization

### Notifications for new admissions, discharges, readmissions, etc.

**Request form:**  
[https://providers.amerigroup.com/Public%20Documents/TXTX\\_NFCoordNotification.pdf](https://providers.amerigroup.com/Public%20Documents/TXTX_NFCoordNotification.pdf)

**Fax to:** 1-844-206-3445

**Submit online:** <https://providers.amerigroup.com/Pages/nursing-facility-notifications.aspx>

### Therapy

**Request form:**  
[https://providers.amerigroup.com/Public%20Documents/TXTX\\_NF\\_TherapyPAForm.pdf](https://providers.amerigroup.com/Public%20Documents/TXTX_NF_TherapyPAForm.pdf)

**For Medicaid goal-directed therapy (GDT), fax to:** 1-844-206-3445

**For Amerigroup STAR+PLUS MMP — Part B, fax to:** 1-888-235-8468

### Nonemergency ambulance

**Request form:**  
[https://providers.amerigroup.com/Public%20Documents/TXTX\\_CAID\\_NF\\_NonEmergAmbulancePARequest.pdf](https://providers.amerigroup.com/Public%20Documents/TXTX_CAID_NF_NonEmergAmbulancePARequest.pdf)

**Fax to:** 1-866-249-1271

### Durable medical equipment

**Request form:**  
[https://providers.amerigroup.com/Public%20Documents/TXTX\\_NF\\_DMEPAForm.pdf](https://providers.amerigroup.com/Public%20Documents/TXTX_NF_DMEPAForm.pdf)

**Fax to:** 1-844-206-3445

**For Amerigroup STAR+PLUS MMP, Fax to:** 1-866-959-1537

## Availity

### How to access reports: post-billing audits, MESAV\* inquiries, pre-billing and post-billing batch reports

[https://providers.amerigroup.com/Public%20Documents/TXTX\\_MMP\\_NurseFacilityReportAccess.pdf](https://providers.amerigroup.com/Public%20Documents/TXTX_MMP_NurseFacilityReportAccess.pdf)

\* Medicaid Eligibility and Service Authorization Verification



## Claims information

### Claims submission

Providers have two options for submitting claims to Amerigroup:

- TMHP TexMedConnect
- Approved Amerigroup clearinghouses (information below)

### Approved Amerigroup clearinghouses

- Availity: Payer ID 26375
- Change Healthcare/Emdeon: Payer ID 27514
- Capario: Payer ID 28804
- Smart Data Solutions: Payer ID 81237

### Timely filing

Amerigroup STAR+PLUS MMP nursing facility unit rate, Medicare skilled nursing coinsurance claims — 365 days from the last date of service (DOS)

All other STAR+PLUS service claims (including respite care) — 95 days from the DOS or per the terms of the provider agreement

Corrected claims and appeals — 120 days from the date of the *Explanation of Payment (EOP)*

### Corrected and canceled claims

Corrected and/or canceled claims must be submitted through Availity with the appropriate type of bill referencing the original claim number.

### Appeals

Providers can submit appeals through Availity by pulling the claim up through *Claim Status Inquiry* and selecting **Dispute this Claim**.

For assistance with an appeal, providers can also reach out to their designated Provider Relations representative.

## Credentialing through Aperture

### Application inquiries

To check on the status of your facility's application, contact Aperture at 1-855-743-6161, option 3.

### Resources

Information about the Texas Association of Health Plans (TAHP) consolidated credentialing verification organization initiative can be found at:

- <https://connect.taahp.org/news/news.asp?id=379282>.
- <https://hhs.texas.gov/services/health/medicaid-chip>.

Training on how to complete the credentialing application through Availity can be found at: <https://360.articulate.com/review/content/ce05cf82-dd85-4c73-9368-0a081fb42574/review>.