

Incorrect claims payments alert

Summary: Amerigroup has been made aware that some claims with a remittance date of January 16, 2020, or later have been erroneously paid at \$0.00.

As of January 27, 2020, Amerigroup systems have been corrected. Claims processed on or after this date should be paying correctly.

How do I know if my claim was affected?

If your claim was erroneously paid or denied, it may have included the following remittance explanation code:

Exp. code	Text
PXN	NetworX Std Fee Sched
G22	Paid at contracted rate

What do I need to do?

If you experienced an incorrect claims payment or denial on or after January 16, 2020 due to this issue, the claim will be recycled with no action needed from the provider.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services:

- Medicaid: 1-800-454-3730
- Medicare: 1-866-805-4589
- Medicare-Medicaid Plan: 1-855-878-1785

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.

Coverage provided by Amerigroup 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.