

MA members should use NationsHearing

Members enrolled in our Medicare Advantage plans that provide routine hearing exam and/or hearing aid benefits must use NationsHearing effective Jan. 1, 2018, for their hearing benefits. When the member contacts NationsHearing to use hearing benefits, NationsHearing staff will help the member find a provider in their area who will best meet their needs. Providers interested in joining the NationsHearing network should call 1-877-440-2601.

If an HMO member sees a provider who is not contracted with NationsHearing, those hearing claims will deny.

If you have questions, please call provider services on the number on the back of the member's ID card.

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 1-866-805-4589.

The information in this update may be an update or change to your provider manual. Find the most current manual at <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 are served by Amerigroup Texas, Inc.

Amerigroup Texas, Inc. is a D-SNP plan with a Medicare contract and a contract with the State Medicaid program. Enrollment in Amerigroup Texas, Inc. depends on contract renewal.