

Enhanced claim payment dispute process

Summary of change: This notification is to make you aware of some exciting new tools for electronic submission of claim payment disputes that will soon become available through the Availity Portal.

Beginning February 16, 2019, you will have the ability to submit claim payment disputes through the Availity Portal with more robust functionality. For you, this means an enhanced experience when:

- Filing a claim payment dispute.
- Sending supporting documentation.
- Checking the status of your claim payment dispute.
- Viewing your claim payment dispute history.

New Availity Portal functionality will include:

- Immediate acknowledgement at the time of submission.
- Notification when a dispute has been finalized.
- A worklist of open submissions to check the status of a dispute submitted through Availity.

With the new electronic functionality, when a claim payment dispute is submitted through the Availity Portal, we will investigate the request and communicate an outcome through the Availity Portal. Once an outcome has been determined, the Availity Portal user who submitted the claim payment dispute will receive notification that the review has been completed. If you are not satisfied with the outcome, the decision notification will include any next steps available.

Register for a scheduled Availity webinar or listen to a recording:

- Log in to the Availity Portal > select **Help & Training** > select **Get Trained**.
- From the Availity Learning Center, enroll using one of the following methods:
 - Select the **Dashboard** dropdown arrow > select **Catalog** > select **Sessions** > select the date of the webinar > select the **Appeal** webinar > select **Enroll**.
 - While in the *Catalog*, select the search button > enter **Appeal**> select **Enroll**

What if I need assistance?

If you have questions about the Availity Portal, you can contact Availity at 1-800-282-4548, 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.
- Medicare-Medicaid Plan (MMP) providers call 1-855-878-1785.

<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 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.

Here's a summary of what's changing with the claim dispute process that will be updated in the provider manual in the future.

	Prior to February 16, 2019	Changes Effective February 16, 2019
Dispute level name	<ul style="list-style-type: none"> Provider payment appeal — 1st level Provider payment appeal — 2nd level 	<ul style="list-style-type: none"> Claim payment reconsideration Claim payment appeal
New dispute level descriptions	<ul style="list-style-type: none"> Claim payment reconsideration: This represents an initial option to request an investigation into the outcome of claim. Most issues are resolved in a claim payment reconsideration Claim payment appeal: This is an additional option in the provider payment dispute process. If you disagree with the outcome of a reconsideration or you didn't use the reconsideration option, you may request a claim payment appeal. Please note: If the reconsideration option is not used, this will be the only internal appeal option available for your dispute. 	
Submitting a dispute	<ul style="list-style-type: none"> Providers may submit a claim payment dispute through: <ul style="list-style-type: none"> Availity Portal Mail or fax 	Providers may submit a claim payment dispute through: <ul style="list-style-type: none"> New, enhanced Availity Portal Mail or fax Provider Services (reconsiderations only) at: <ul style="list-style-type: none"> Medicaid: 1-800-454-3730 Medicare: 1-866-805-4589 MMP: 1-855-878-1785
Checking dispute status	<ul style="list-style-type: none"> Call Provider Services at: <ul style="list-style-type: none"> Medicaid: 1-800-454-3730 Medicare: 1-866-805-4589 MMP: 1-855-878-1785 	<ul style="list-style-type: none"> New! Providers can check the status of disputes at https://www.availity.com. Call Provider Services at: <ul style="list-style-type: none"> Medicaid: 1-800-454-3730. Medicare: 1-866-805-4589. MMP: 1-855-878-1785.
Dispute outcome letters	<ul style="list-style-type: none"> When a dispute is submitted or has been finalized, provider receives a letter by mail. 	<ul style="list-style-type: none"> New! All disputes submitted through Availity will have letters posted as PDFs on the Availity Portal. In addition, providers will continue to have the option to receive letters through mail.