



Amerigroup Community Care Quick Reference Card

Medicare Advantage





Provider services

Website

<https://providers.amerigroup.com>

Visit our website for:

- The provider manual.
- Eligibility verification.
- Claim status.
- Referral authorization status.
- Precertification/notification requirements.

Please review the tutorials section for the provider orientation trainings.

For more precertification/notification requirements for Amerigroup Community Care services, select **Precertification Lookup Tool** and **Interactive Care Reviewer (ICR)**.

Provider Services Service Unit: 1-866-805-4589

Call our toll-free, automated Dedicated Services Unit line for member eligibility, claim status, 24-hour Nurse HelpLine, pharmacy services, precertification, case management, health education materials, outreach and more Monday through Friday from 8 a.m. to 5 p.m. local time. For claims questions, listen for the prompt and say *claims* to get the status of the five most recent claims or speak to a representative about a payment appeal form or *Explanation of Payment (EOP)*.

Marketing and sales

If you are interested in growing your Medicare Advantage, Medicare Supplement and Part D Plan (PDP) membership, send an email to: medicaresalestx@amerigroup.com. **Include individual provider or group name with TIN and contact information.**

Claims

Timely filing for claims is within 95 calendar days from the date of service.

Amerigroup Electronic Data Interchange (EDI)

Phone: 1-800-590-5745

For faster and more accurate claims adjudication, file electronic claims through EDI using the following clearinghouse:

Clearinghouse	Payer #	Phone number
Availity*	26375	1-877-334-8446

Availity

Website: <https://www.availity.com>

Paper claims

Mail to:

Amerigroup Community Care
P.O. Box 61010
Virginia Beach, VA 23466-1010

Claims payment disputes and appeals

Medical appeals may be initiated by the member or by the provider on behalf of the member with the member's written consent specific to the services being appealed. Appeals must be submitted within 120 business days from receipt of an adverse determination. Medical appeals can be submitted in writing to the address below.

Providers may submit a claim payment dispute through:

- **Availity Portal: <https://www.availity.com>**

- **Mail:**

Provider Payment Disputes
P.O. Box 61599
Virginia Beach, VA 23466-1599

Other important numbers

Our service partners

Precertification Precertification and notification can be called in or faxed.	Phone Contact Dedicated Service Unit for eligibility, 24-hour Nurse HelpLine and pharmacy services.	1-866-805-4589												
	Fax (as noted below by specialty):													
	Home health, DME, therapies and discharge planning	1-888-235-8468												
	Concurrent review clinical documentation	1-888-700-2197												
	Behavioral health — inpatient	1-800-505-1193												
	Behavioral health — outpatient	1-844-430-1703												
	Initial admission notifications and all other services	1-800-964-3627												
	CareMore CareMore is responsible for precertifications, which can be obtained by providers through the below phone and fax. The provided numbers are applicable for the Amerivantage Care to You (HMO –ISNP) in both Tarrant and Harris counties and for Amerivantage Diabetes (HMO C-SNP) in Tarrant county only. Programs available are Amerivantage Care To You (HMO I-SNP) and Amerivantage Diabetes (HMO C-SNP). Note: CareMore does not take member calls.													
	Phone	1-844-545-0223												
	Fax	1-562-207-1701												
To obtain language interpreter services	AT&T Relay Service (toll-free language line):													
	English	1-800-855-2880												
	Spanish	1-800-855-2884												
	Dental services	1-800-405-9284												
	Laboratory services	<table border="1"> <tbody> <tr> <td>LabCorp</td> <td>1-800-345-4363</td> </tr> <tr> <td>Quest Diagnostics</td> <td>1-866-697-8378</td> </tr> </tbody> </table>	LabCorp	1-800-345-4363	Quest Diagnostics	1-866-697-8378								
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	Pharmacy services	1-866-630-3820												
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	Transportation services for members	1-844-923-0733												

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care. Superior Vision is an independent company providing vision services on behalf of Amerigroup Community Care.



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