

Alert — Texas Credentialing Verification Organization

Summary: Amerigroup has become aware of a recent communication offering to help providers through the credentialing process for a fee (\$250). The Credentialing Verification Organization (CVO) process is **free** to providers. Neither Amerigroup, Aperture nor Availity charge a fee to become a credentialed provider.

What should I do?

If you receive any correspondence asking you for money to be credentialed, do not proceed. This is not our process.

Protecting your information is critical. If you have any questions about whether a Texas credentialing communication is legitimate, please contact Aperture directly at 1-855-743-6161, option 3, or Amerigroup at 1-855-817-5783 or TXCredentialing@amerigroup.com.

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 toll free at 1-800-454-3730.

<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.

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