

Nursing facility provider update

Summary of change: Effective June 30, 2017, Amerigroup will begin automatically recovering overpayments that resulted from nursing facility automatic retroactive adjustments for all nursing facility providers. Previously, Amerigroup notified the provider in writing of overpayments and followed the traditional recovery process. Many nursing facilities have already requested to start the new automatic recovery process. All remaining nursing facilities will begin the automatic recovery of overpayments starting June 25, 2017. At that time, Amerigroup will process all outstanding adjustments for nursing facility providers.

The Amerigroup adjustment process:

- Amerigroup will identify underpayments and overpayments during each automatic recovery adjustment cycle.
- Both underpayments and overpayments will be adjusted at the claim level.
- Providers will be notified of the adjustments via an *Explanation of Payment (EOP)*. The adjustments on the *EOP* will mirror the adjustments being processed that day. This will include the resulting additional payment or recovery.

This process gives the provider a more timely adjustment and more closely mirrors the processes used by the Texas Department of Aging and Disability Services and the Texas Medicaid & Healthcare Partnership. Utilizing this specific process for state-directed nursing facility adjustments will prevent those adjustments from experiencing inappropriate delays.

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 1-800-454-3730.

Provider Relations representative	Assigned territory	Phone number
Amy Clay	Jefferson service area	1-866-696-0710, ext. 54712
Cheryl Green	Lubbock service area and Rural Service Area (RSA) West (north of Gaines County)	1-866-696-0710, ext. 55688
Deborah Robertson	Hood, Johnson, Ellis and Tarrant Counties	1-866-696-0710, ext. 57915
Letty Garcia	Travis/Bexar service area	1-866-696-0710, ext. 55924
Rikki Smith	El Paso service area and RSA West (south of Gaines County)	1-866-696-0710, ext. 59652
Shawncy Watts	Harris service area	1-866-696-0710, ext. 55686
Tim Matthews	Wise, Parker, Denton, Collin and Tarrant Counties	1-866-696-0710, ext. 57915
Tiffany Martin	Manager of Nursing Facility, Provider Relations	214-604-9862

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>.