

Provider Update

Primary care provider change form now available

Summary of change: Amerigroup* has implemented a new way to perform primary care provider changes for members. You may now download the primary care provider change form from the provider website and fax it back to Amerigroup.

✦ **What this means to you:** You may help facilitate primary care provider changes for your patients by having the member complete the primary care provider change form and faxing it back to Amerigroup at 1-866-840-4993.

A form has been provided with this communication. Please feel free to make copies and keep in the office for future use. You may also download the form from the provider website at <https://providers.amerigroup.com/TX>.

- Please ensure the form is completed in its entirety by the member. Forms will not be processed unless all fields are completed.
- Allow 24-72 hours for processing.
- Primary care provider changes are effective the date of the fax. They may not be sent in for a retroactive effective date.

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.

**Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.*

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