

Specialty consult call line for PCPs



1-844-705-3091

The University of Texas Southwestern Accountable Care Network (UTSACN) and Amerigroup*

have collaborated to implement the Network Access Improvement Program (NAIP). Its goal is to increase the availability and effectiveness of primary care services for its managed care Medicaid patients throughout Texas.

The specialty call line provides Amerigroup PCPs a quick connection to UTSACN specialists and provides peer-to-peer consultations and an additional level of specialty expertise. This enables PCPs to better determine when and if a specialty visit is warranted for their patients.

Features of the specialty call line:

- UTSACN specialists from cardiology, pulmonology, endocrinology, and gastroenterology
- Access coordinators triage call, then bridge the PCP to the needed specialist
- Toll-free call line is available Monday through Friday, from 8 a.m. to 5:30 p.m. Central time

Two consultation options:

Same-day consult – the access coordinator documents some brief demographics and patient medical status from the PCP, then bridges the call between PCP and specialist

Convenient call back – the access coordinator documents some brief demographics and patient medical status from the PCP, then schedules a later time for the specialist to directly call back the PCP when most convenient



*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.