

Frequently asked questions: our upcoming rebrand to Wellpoint District of Columbia, Inc.

District of Columbia | Medicaid

Why is Amerigroup District of Columbia, Inc. changing its name to Wellpoint District of Columbia, Inc.?

Wellpoint DC is the new name for our health plan dedicated to delivering whole-person health insurance plans and solutions. We believe focusing on the whole person is the foundation to living well because health is beyond physical; it's recognizing the behavioral and social drivers that impact it, too.

Your patients' whole health is our whole point. That's why we address people's physical, social, and emotional needs. We are part of the communities we care for with a deep understanding of where and how people live. Our local presence enables us to design our benefits and programs to fit the unique needs of each community we serve.

We may have a new name, but we will have the same commitment to you and your patients.

Is the Medicaid Provider Services line changing?

Yes, effective July 1, 2025, the new Provider Services line is **833-359-1386**.

Is the Medicaid Enrollee Services line changing?

Yes, effective July 1, 2025, the new Enrollee Services line is **833-359-1384 (TTY 711)**.

Will this change impact our current agreements/contracts with Amerigroup?

No, there will be no changes to your current agreements or contracts.

Will there be any changes to the credentialing process because of this change?

No, our credentialing processes will remain the same.

Will this change affect how I access the provider website?

Yes, effective July 1, 2025, the new Wellpoint DC provider website will be:

<https://www.wellpoint.com/dc/provider/state-federal>.

The new site will have the same functionality, navigation, and menu options — just with a different brand and name.

Will the way I submit prior authorizations change?

No, the process for submitting prior authorizations will not change.

Can I still accept an Amerigroup enrollee ID card from my enrollees?

Yes, enrollees will receive a new enrollee ID card with the Wellpoint DC logo on it; however, the enrollee ID number will not change. You can still use the same enrollee ID number to bill for services. Please remind your patients that if they have not received their new Wellpoint DC

<https://provider.amerigroup.com/dc>

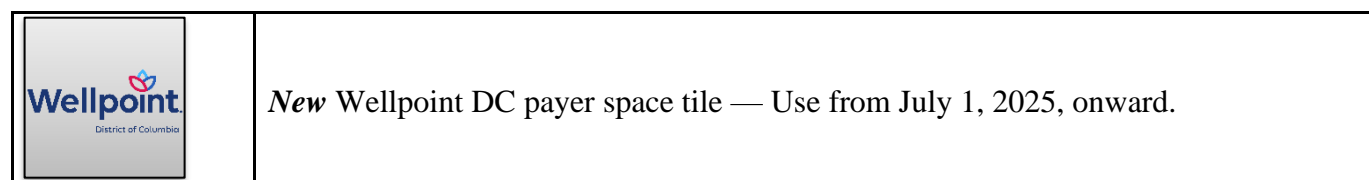
enrollee ID card, they can call the new Enrollee Services phone number above to request this card. They can also access their new card on their Sydney Health app from any smart device or on the enrollee website.

Does this change how I communicate with my provider relationship management representative?

No, our provider relationship management representatives will receive new email handles with @wellpoint.com instead of @amerigroup.com. Rest assured that if you send an email to us at @amerigroup.com, we will still receive it.

Will there be changes to how I access the Availity Essentials payer space?

Beginning July 1, 2025, you will access a Wellpoint DC-branded payer space tile. This payer space tile may already be visible to you.



You will also notice a new Wellpoint DC payer name in the multi-payer portal by July 1, 2025. Aside from these branding changes, **how you use and interact with payer spaces will be exactly the same.**

Are EDI payer IDs changing?

Yes, the current Amerigroup payer ID (26375) will change to a new Wellpoint DC payer ID (WLPNT). While you may have already seen the new payer ID, you may continue to use the current Amerigroup payer ID until July 1, 2025. Starting on July 1, 2025, WLPNT will be the new payer ID.

Claims submitted before July 1, 2025, should use the legacy Amerigroup payer ID (26375). Claims submitted on July 1, 2025, and after should use the new Wellpoint DC payer ID (WLPNT).

There may be a short window where you may still see the Amerigroup name return with remittances. Remittances will begin to return with the Wellpoint DC name beginning June 14, 2025.

Does the new EDI payer ID impact EDI batch transactions? If so, which ones?

Starting on July 1, 2025, the following EDI batch and real-time transactions should be coded with the new WLPNT payer ID. You may already see the new WLPNT payer ID in the Availity Essentials payer list, but you can continue using the current Amerigroup payer ID (26375) through the end of June 2025:

- 837: Claim Submission
- 276/277: Batch Claim Status
- 270/271: Batch Eligibility and Benefits
- 278/278I: Authorization and Referral
- 275: Attachment Submission

Does this impact 835 Electronic Remittance Advice?

Starting on June 14, 2025, the 835 ERA will begin to return with the WLPNT payer ID.

Will care providers be able to accept both the legacy Amerigroup payer ID (26375) and the new Wellpoint DC payer ID (WLPNT) after July 1, 2025?

Beginning June 14, 2025, the 835 ERA will begin to return with the WLPNT payer ID and remittances will return with the Wellpoint DC name.

Claims submitted before July 1, 2025, should use the legacy Amerigroup payer ID (26375). Claims submitted on July 1, 2025, and after should use the new Wellpoint DC payer ID (WLPNT).

My group/practice does business in multiple states. What if I receive remits for multiple markets with both Wellpoint DC and Amerigroup payer IDs?

You will need to be able to support both the new Wellpoint DC (WLPNT) and legacy Amerigroup (26375) payer IDs. Again, after July 1, 2025, there will be a transitional period where you may see both payer IDs.

I submitted a claim under the legacy Amerigroup payer ID (26375) prior to July 1, 2025, but it was adjusted after July 1, 2025. Which payer ID will I see?

Previously paid claims that are adjusted after July 1, 2025, will return with the new Wellpoint DC (WLPNT) payer ID.

How do I change the payer ID?

Changing the payer ID from Amerigroup (26375) to Wellpoint DC (WLPNT) depends on how you submit your EDI transactions.

If you use a third-party vendor such as a Clearinghouse, work with your vendor to ensure they are submitting your files to Availity Essentials with the new Wellpoint DC (WLPNT) EDI payer ID. The EDI file with the updated, new payer ID will usually come from the vendor.

If you have your own practice management software with a direct connection to Availity Essentials, you will need to work with your vendor or in-house EDI software representative to update the payer ID on your end.

Availity is working directly with trading partners, including clearinghouses and direct connections, to ensure a seamless transition.

If I use the Amerigroup payer ID (26375) after July 1, 2025, will my claim/EDI file be rejected?

No, if you or your vendor submit an electronic claim with the legacy Amerigroup payer ID (26375) after July 1, 2025, the EDI file will not be rejected. While the Amerigroup payer ID (26375) will still be accepted after July 1, 2025, we ask that you begin using the WLPNT EDI payer ID to reflect the new Wellpoint DC plan name.

If I am currently in the Amerigroup network, will I be required to re-enroll in the Wellpoint DC (WLPNT) network?

No, you will not have to re-enroll. You will be automatically enrolled in Wellpoint DC (WLPNT).

New providers who enroll on or after June 14, 2025, will need to enroll in Wellpoint DC (WLPNT).

Are there any impacts to the Availity Essentials provider enrollment process?

New providers who enroll on or after June 14, 2025, will need to enroll in Wellpoint DC (WLPNT). Other than that, the provider enrollment process will remain the exact same:

- When you search for a health plan (payer), you will notice the new WLPNT payer ID along with a Wellpoint DC name.
- If you search for Amerigroup after July 1, 2025, you will need to select the Wellpoint DC payer name.
- While the Amerigroup payer name will still be available for legacy claims, you must select Wellpoint DC for new provider enrollment after June 14, 2025.

Answers to questions you may receive from your patients

Will my doctors and hospitals still be in the network/can I continue to see my same doctor?

No, there is no impact to the Amerigroup provider network because of the brand name change to Wellpoint DC.

Will my plan/benefits change?

No, rest assured there will be no impact or changes to coverage, access to care providers, or level of support due to the brand name change to Wellpoint DC.



Will there be a break or gap in my coverage?

No, there is no impact to your healthcare coverage because of the brand change.

Will I receive a new enrollee ID card?

Yes, enrollees will receive a new ID card with the Wellpoint DC logo for an effective date of July 1, 2025. ID cards will begin to ship in June of this year.

Sample ID card:

 wellpoint.com/dc/medicaid Enrollee Name: JOHN Q SAMPLE DC Healthy Families Program Number: Primary Care Provider (PCP): PCP Telephone #: Primary Dental Provider (PDP): PDP Telephone #: Vision: 833-554-1012 Dental: 833-554-1012 Pharmacy: RxBIN: 020107; RxPCN: FC; RxGRP: RX8479 USE OF THIS CARD BY ANY PERSON OTHER THAN THE ENROLLEE IS FRAUD	<p>Effective Date: Date of Birth: Wellpoint DC #: 123456789</p> <p>Keep this card with you at all times Call 911 if you think you have a medical emergency Enrollee Services/24-hour Nurse HelpLine: 833-359-1384 (TTY 711) Behavioral Health Crisis Line: 844-405-4300 (TTY 711) Pharmacy Enrollee Services: 833-214-3604 Transportation Services: 888-828-1081 (TTY 711) Economic Security Administration (ESA): 202-727-5355 PROVIDERS: Certain services require preauthorization. Care that is not preauthorized may not be covered. For preauthorization and billing information, call 800-454-3730. For preauthorization of medications, please call 800-454-3730. SUBMIT MEDICAL CLAIMS TO: WELLPOINT - P.O. BOX 61010 - VIRGINIA BEACH, VA 23466-1010</p> <p> GOVERNMENT OF THE DISTRICT OF COLUMBIA DC MURIEL BOWSER, MAYOR</p> <p>This program is brought to you by the Government of the District of Columbia Department of Health Care Finance.</p> <p>Coverage provided by Wellpoint District of Columbia, Inc DC01 07/25</p> <p>Wellpoint complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex.</p>
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Can I still use my Amerigroup enrollee ID card?

You will receive a new enrollee ID card with the Wellpoint DC logo on it, but your enrollee ID number will not change. You can keep using your Amerigroup card until you receive your new Wellpoint DC enrollee ID card.

If you do not receive a new Wellpoint DC enrollee ID card, you can call the new Enrollee Services phone number at **833-359-1384 (TTY 711)** to request this card. You can also access your new card on the Sydney Health app from any smart device or the enrollee website.

Do I need to re-enroll as a Wellpoint DC enrollee if I want to stay with my current plan?

No, you do not need to take any action unless you have received a notice from your District of Columbia Healthy Families Program office telling you to renew your Medicaid coverage with Wellpoint DC. Enrollees generally renew coverage every 12 months. If you are currently with Amerigroup, you should receive a new Wellpoint DC ID card. Call Enrollee Services if you have not received your new ID card.

I just got a referral/preapproval to see a specialist. Can I still use it?

Yes, there are no changes to existing prior authorization and claims processes because of the brand name change to Wellpoint DC.