

Quick contact guide (QCG)

Availity Essentials

Log in to <https://Availity.com> for:

- Authorization and referrals
- Live chat
- Claim status
- Claims help through secure online messaging
- Electronic transactions (837P, 837I, 837D, 270/271, 278, 278N, 835, 276/277, 275)
- Eligibility and benefits
- Fee schedules
- Help and Training
- Link to Caelon Medical Benefits Management, Inc.
- Medical policies
- Medical record submission
- Members' ID cards
- Payment appeal tool
- Remittance advice

Availity Client Services (<https://Availity.com/customer-support>)

provides customer support for Availity Essentials users.

To Electronic funds transfer (EFT) and electronic remittance advice (ERA)

All changes to EFT/ERA can be made in Availity Essentials.

Provider enrollment and network management

Provider enrollment requests and contract changes should be sent via Availity Essentials:

- To join our network, submit the enrollment application on Availity Essentials. Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.
- Contract Change Requests: The following request types are currently supported: Change of Ownership (CHOW), TIN Change, Network or Contract Termination, and Add a Network or Line of Business (LOB). Log in to <https://Availity.com> > Payer Spaces > our tile > Provider Enrollment and Network Management.

Service departments

Amerigroup Medical Policies

Full list of Medical Policies and Clinical Guidelines |
Georgia Provider — Amerigroup

Audit vendors

Refer to the letter the audit vendor sent for their contact information.

Case Management (CM)

800-600-4441

Dental

DentaQuest: 800-516-0124

Healthcare Networks

Provider relationship management representatives are available to provide education on our products, networks, electronic tools, and initiatives.

- Go to **Email a Provider Experience associate | Amerigroup**

IRS Form 1099 requests

Email 1099dept@anthem.com or call 888-246-4893.

Peer-to-peer review:

GApeer2peer@anthem.com

Pharmacy

Pharmacy Information | Georgia Provider — Amerigroup

Prior Authorization

Log in to <https://Avality.com> and select Authorizations and Referrals or <https://mmis.georgia.gov>.

844-423-0877: Carelon Medical Benefits Management phone

Provider education and training

Our dynamic online Provider Training Academy (**Provider Training Academy | Georgia Provider — Amerigroup**) has training courses, on demand webinar replays, demonstration videos, and more.

Provider forms:

Provider Forms | Georgia Provider — Amerigroup

Provider resources

On our **provider website**, you can find our:

- Provider manual.
- Reimbursement policies.
- Clinical Practice Guidelines.

Provider Services

Get questions answered quickly and easily using the Chat with Payer tool at <https://Avality.com>. The tool enables real-time, online conversations with us.

Refund address

P.O. Box 933657
Atlanta, GA 31193-3657

Vision:

Avesisproviderrelationsvision@Avesis.com

Product table

Reminder: Always verify member eligibility and benefits with the member's benefit plan and verify your network participation with us for the products listed, if necessary. The list below is not meant to be all-inclusive and is subject to change.

Products	Provider Services	Availity Essentials	Paper claims address	Medical appeals address	Provider refunds (contact Provider Services for the address for returning our checks)	Notification/preauthorization
Local products Georgia Families Georgia Families 360°	800-454-3730	Eligibility, benefits, claims, links to secure messaging, and remits	Medical claims Amerigroup P.O. Box 61010 Virginia Beach, VA 23466-1010	Medical Appeals Amerigroup Community Care P.O. Box 62429 Virginia Beach, VA 23466-2429	Amerigroup P.O. Box 933657 Atlanta, GA 31193-3657	Phone: 800-454-3730 Electronically: https://Availity.com and https://mmis.georgia.gov
Federal Employee Program (FEP)						
Federal Employee Program (FEP) (R88888888)	800-382-5520	Eligibility, benefits, claim status (high-level)	Amerigroup Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Amerigroup Federal Employee Program P.O. Box 105557 Atlanta, GA 30348-5557	Amerigroup Finance Dept. 1351 William Howard Taft Mail Point: OH0401-B262 Cincinnati, OH 45206	Preapproval: 800-860-2156 Peer to Peer: 800-860-2156 Prior Auth Fax: 800-732-8318 Fax — ABD: 877-606-3807 CM: 800-711-2225

<https://bit.ly/signup-agp-ga>

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

Carelon Medical Benefits Management, Inc. is a separate company providing utilization review services on behalf of the health plan.

Coverage provided by AMGP Georgia Managed Care Company, Inc.

GA-AGP-CD-003612-25-GRP745