

Frequently asked questions: Our upcoming rebrand to Wellpoint

Updated: December 8, 2022.

1. Why is Amerigroup Community Care changing its name to Wellpoint?

Our parent company, Elevance Health, is streamlining and simplifying the complexity of our health plan and service businesses to reduce the number of brands we have in the market, so our partners and customers clearly understand where we serve, who we serve, and what our brands do. Read [our announcement from June](#) about our parent company name change and other name changes to our service partners.

Wellpoint is a name that has been part of our heritage for more than 30 years, so it may be familiar for some — but more importantly, it is a name that perfectly fits with our vision for our brand to be a source of lasting wellness for our consumers at all points in their health journey.

2. Why am I seeing Elevance Health on correspondence now?

Documents you previously received with Anthem, Inc. may now reflect our new parent company name, Elevance Health; however, very minimal number of communications should mention our parent company by name. In general, checks and other financial statements may include the Elevance Health name or logo. Most communications will occur under our new brand name, Wellpoint, beginning January 1, 2023.

3. Is the pharmacy benefit manager name changing?

Yes, our pharmacy benefit manager, IngenioRx*, is changing its name to CarelonRx on January 1, 2023. The name change will not change how your patients fill their prescriptions or how your pharmacy claims are processed.

4. Is the Provider Service line changing?

Yes, the Provider Service line is changing to support the new Wellpoint brand and will be effective on January 1, 2023. Until then, providers can continue to call Amerigroup Provider Services at **800-454-3730**.

On January 1, 2023, you will call Wellpoint Provider Services at **833-707-0868**.

5. Is the Member Service line changing?

Yes, the Member Service line is changing to support the new Wellpoint brand and will be effective on January 1, 2023. Until then, members can continue to call Amerigroup Member Services at **800-600-4441**.

On January 1, 2023, you will call Wellpoint Member Services at **833-707-0867 (TTY 711)**

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

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

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

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

No, our credentialing processes will remain the same.

8. Will this change affect how I access the provider website (<https://providers.amerigroup.com/MD>)?

Yes, we will have a new website launching on December 15. The new Wellpoint public provider website is: <https://provider.wellpoint.com/md/>.

9. Will this change affect how I access payer information in Availity?*

You will still login to Availity Essentials using our secure website at www.availity.com. Beginning December 10, once you're logged in, you will no longer see Amerigroup from the payer drop down on the multi-payer capabilities such as Claim Status and Enrollments & Benefits Inquiry. In Payer *Spaces*, you will see our new Wellpoint brand tile. You will no longer see Amerigroup as a payer spaces option, and you will perform all activities in Availity Essentials from December 10 and beyond under the Wellpoint name.

10. Are there any changes occurring with Availity Essentials?

You will experience a new claims submission screen for professional and institutional claims that has a modern user-friendly look, plus you will now be able to upload your attachments directly to the claim's submission screen.

11. Is the Maryland payer ID for Amerigroup in Availity changing?

No, the payer ID in Availity is not changing. You will continue to use 26375 or AMGMEDICAID in Availity.

12. Will the way I submit pharmacy prior authorizations change?

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

13. Can I still accept an Amerigroup member ID card from my patients?

Yes. Members will receive a new member ID card with the Wellpoint logo on it; however, the Member ID number will not change. You can still use the Member ID number to bill for services. Please remind your patients that if they have not received their new Wellpoint member ID card, they can call the new Wellpoint member services phone number (above) to request this card. They can also access their new card on their Sydney Health app from any smart device.

14. Does this change how I communicate with my Amerigroup Provider Experience representative?

Our Provider Experience representatives will receive new email handles with @wellpoint.com instead of @amerigroup.com. Rest assured that if you reach us at @amerigroup.com, we will still receive your email.

Below are answers to questions you may receive from patients:

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

There is no impact to the Amerigroup provider network because of the brand name change to Wellpoint.

16. Will my plan/benefits change?

Rest assured there will be no impact or changes to coverage, access to care providers, or level of support because of the brand name change to Wellpoint.

17. Will how I receive my prescriptions change?

No, you will still be able to use the same in network retail pharmacies you do today. If you are receiving your medications through IngenioRx Specialty Pharmacy or IngenioRx Home Delivery, you will see a new name, CarelonRx Specialty Pharmacy or CarelonRx Mail; but how you receive those medications will not change.

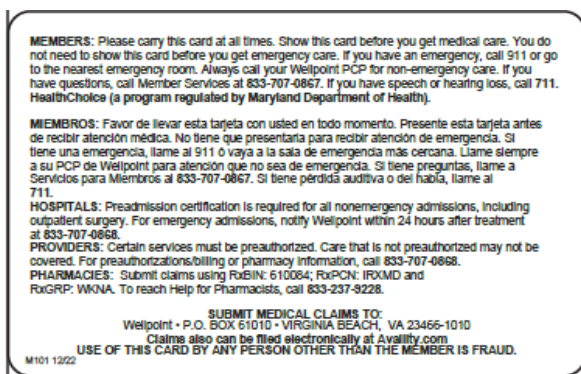
18. Will there be a break or gap in my coverage?

There is no impact to your healthcare coverage because of the brand change.

19. Will I receive a new member ID card?

Yes, in November, members received a new ID card with the Wellpoint logo for an effective date of January 1, 2023.

Sample ID card:



20. Can I still use my Amerigroup member ID Card?

Yes, you will receive a new member ID card with the Wellpoint logo on it but your Member ID number will not change.

If you do not receive a new Wellpoint member ID card, you can call the new Wellpoint member services phone number (above) to request this card. You can also access your new card on the Sydney Health app from any smart device.

21. Do I need to re-enroll as a Wellpoint member if I want to stay with my current plan?

You do not need to take any action unless you have received a notice telling you to renew coverage. Enrollees generally renew coverage every 12 months. If you are currently with

Amerigroup and your enrollment is not up for renewal, you received a new Wellpoint ID card in November. Call Member Services if you haven't received your new ID card.

Please note: In March 2020, CMS stopped Medicaid and Children's Health Insurance Program redeterminations because of the federal public health emergency (PHE). At the end of the PHE, all Medicaid and CHIP enrollees will need to renew their Medicaid coverage. At the time of publishing, the latest HHS extension for the PHE is effective through October 13, 2022.

22. I just got a referral 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.