

Now available Digital provider orientation

At Amerigroup Community Care, we value you as a provider in our network. That's why we've redesigned one of the ways we share important information about our tools and resources to make it more useful for you.

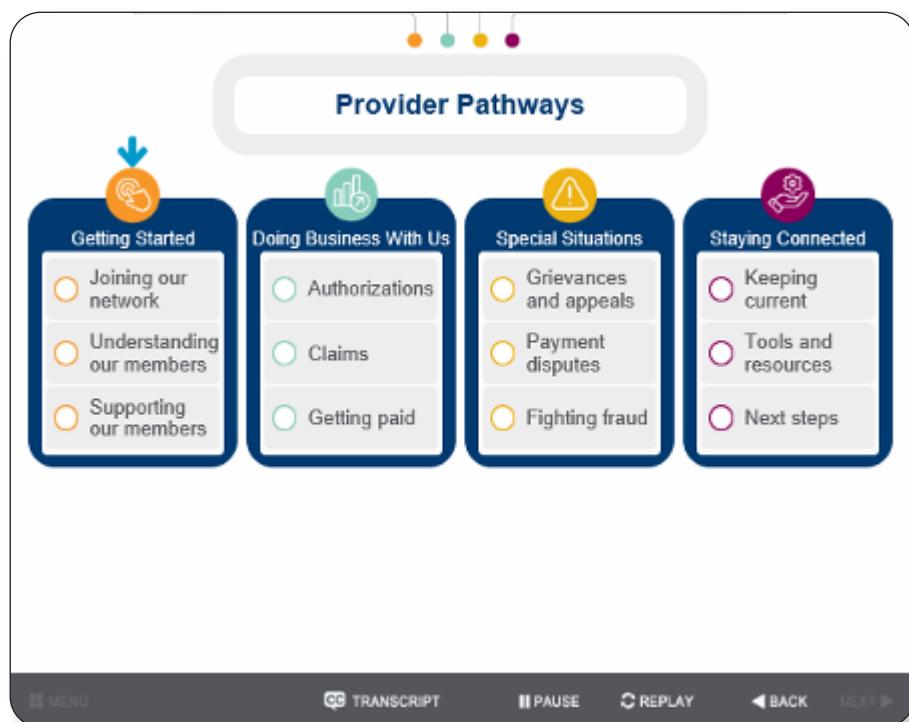
In first quarter 2021, we launched the *Provider Pathways Digital Provider Orientation*. Provider Pathways is a 24/7 educational resource that offers a foundation for doing business with Amerigroup. We are always looking to improve our training methodology, and this self-paced resource offers a new approach by adding an easy, on-demand option for Medicaid providers. In addition, this course gives you the flexibility to schedule training for yourself and your staff.

You are in control of your training experience!

You select the training path you need.

Do you want to learn more about authorizations or maybe you need information on claims?

You pick the path; you decide the pace.



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



Provider Pathways includes information on most of our frequently used provider tools and resources, including:

- Joining our network.
- Signing up for Availity.*
- Enrolling in EFTs/ERAs.
- Checking member eligibility and claim status.
- Authorizations.

The modules have both instructor voiceover and transcripts to take you through each lesson. You can pause, replay or go back whenever you need. Provider Pathways even tracks your progress in case you have to leave and come back later.

The modules are designed to be informative, easy to navigate and can be retaken if you need a quick refresher on one or more topics, whenever needed.

For your convenience, the *Provider Pathways Digital Provider Orientation* is available on the Provider Training Academy section of our website at <https://provider.amerigroup.com/md>.

PPO Welcome

About this course

This training will orient you to our procedures and requirements.

Details can be found:

- In your provider manual
- On the provider website
- By calling Provider Relations or your local representative

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TRANSCRIPT PAUSE REPLAY BACK NEXT

Provider Pathways

Welcome Student

Before you begin

- Adjust your sound to a comfortable level. You may need to click the speaker to check it.
- Click **NEXT >** on the lower right corner to begin.
- If NEXT is not visible:
 - Click the maximize button **[x]** at the top right to expand.
 - Hold down the **Ctrl** key and press the **+** key to reduce.
- If needed
 - Click to learn about course navigation features and tips.
 - Click **TRANSCRIPT** to display the transcript.

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If you have questions about this new provider orientation toolkit, please reach out to your Network Relations consultant.