

Top 5 things to know about our name change to Wellpoint

In our **October newsletter**, we introduced Wellpoint, our new name that will be effective on January 1, 2023. On that date, Amerigroup Community Care in Maryland will become Wellpoint Maryland, Inc. (Wellpoint).

The most important things you need to know about this change are:

1. There's no action for our care providers. There will be no changes to your agreements or contract, reimbursement, or level of support.
2. Prior authorizations or referrals do not need to be resubmitted/reissued due to brand changes.
3. The provider call center number is changing. On January 1, 2023, you will call **833-707-0868**.
4. Our public provider website and Availity will be updated in December.
 - a. On December 10, you will see Wellpoint under *Payer Spaces* in Availity
 - b. On December 15, our public provider website will launch under the Wellpoint brand

We will communicate more information and reminders closer to launch dates to ease this transition and minimize disruption or confusion when doing business with us.

5. Member ID cards are changing. We will be issuing new ID cards to our members with the Wellpoint logo in late November along with notice of our name change.

 <p>Effective date: Date of birth: Subscrber #: 123456789</p> <p>WELLPOINT MARYLAND, INC. is a Maryland HealthChoice MCO. wellpoint.com/mdl/medicaid</p> <p>Member name: JOHN Q. SAMPLE Medicaid #: Primary care provider (PCP): PCP telephone: Clinic name: Vision: 800-879-6901 Mental Health and Substance Abuse Services: 800-888-1955 Pharmacy: \$0 FOR GENERIC / \$3 FOR BRAND NAME DRUGS Copays do not apply to members under 21 or pregnant women. Member Services/24-hour Nurse Helpline: 833-707-0867 Pharmacy Member Services: 833-205-6003</p>	<p>MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Wellpoint PCP for non-emergency care. If you have questions, call Member Services at 833-707-0867. If you have speech or hearing loss, call 711. HealthChoice (a program regulated by Maryland Department of Health).</p> <p>MIEMBROS: Favor de llevar esta tarjeta con usted en todo momento. Presenta esta tarjeta antes de recibir atención médica. No tiene que presentarla para recibir atención de emergencia. Si tiene una emergencia, llame al 911 o vaya a la sala de emergencia más cercana. Llame siempre a su PCP de Wellpoint para atención que no sea de emergencia. Si tiene preguntas, llame a Servicios para Miembros al 833-707-0867. Si tiene pérdida auditiva o del habla, llame al 711.</p> <p>HOSPITALS: Preadmission certification is required for all nonemergency admissions, including outpatient surgery. For emergency admissions, notify Wellpoint within 24 hours after treatment at 833-707-0868.</p> <p>PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorization/billing or pharmacy information, call 833-707-0868.</p> <p>PHARMACIES: Submit claims using RxBIN: 610084; RxPCN: IRXMD and RxGRP: WKNA. To reach Help for Pharmacists, call 833-237-9228.</p> <p>SUBMIT MEDICAL CLAIMS TO: Wellpoint • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010 Claims also can be filed electronically at Availity.com</p> <p>USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.</p> <p>M101 12/22</p>
---	--

Continue to check these **Frequently Asked Questions** for more key dates and information you need to know about this change.