



Provider Quick Reference Guide

Important phone numbers ■ Provider Services
Benefits and prior authorization/notification requirements

New Jersey

Provider website — Medicaid and Medicare FIDE SNP:
<https://provider.amerigroup.com/NJ>
Medicaid Provider Services: **800-454-3730**
FIDE SNP Provider Services: **866-805-4589**
Availity:* <https://www.availity.com>



Ongoing provider communications

To keep you up-to-date with the information required to work effectively with Amerigroup Community Care and our members, we send you messages through a variety of channels: broadcast faxes, provider newsletters, and news and announcements posted on our provider website (<https://provider.amerigroup.com/NJ>).



Easy access to important information



This guide is a summary and may not contain all of the information you need. For the most up-to-date information about provider requirements and member benefits and services, visit our provider website (<https://provider.amerigroup.com/NJ>), access Availity (<https://www.availity.com>), contact Medicaid Provider Services at **800-454-3730**, FIDE SNP Provider Services at **866-805-4589** or your Provider Experience Consultant.

If you have questions about this Provider Quick Reference Guide (QRG) or recommendations about how to improve it, contact your Network Management representative. We want to hear from you!

Provider Experience Program

Medicaid Provider Services • 800-454-3730

FIDE SNP Provider Services • 866-805-4589

Our Provider Services team offers prior authorization/notification services, care and disease management, automated member eligibility, claims status, health education materials, outreach services, and more.

Provider Referral Directory

To view the Amerigroup network of participating physicians, hospitals and other healthcare professionals, go to <https://provider.amerigroup.com/NJ>, select **Resources** and select **Referrals**.

Provider websites are available 24 hours a day, 7 days a week and 365 days a year

Clinical Practice Guidelines, Medical Policies and Clinical UM Guidelines, reimbursement policies, prior authorization requirements, forms, and general information are available on the provider website (<https://provider.amerigroup.com/NJ>) and on Availity (<https://www.availity.com>).

Can't access the internet?

Call Provider Services and provide your national provider ID when prompted by the recorded voice. The recording guides you through our menu of options — Just select the information or materials you need when you hear it.

Availity • <https://www.availity.com> • 800-AVAILITY (800-282-4548)

Availity offers a variety of online functions to help providers reduce administrative resources by eliminating paperwork and phone calls. The online multipayer portal provides access to multiple payer information with a single, secure login.

The Availity Portal offers the following for Amerigroup providers:

- Eligibility and benefits inquiries.
- Claim status inquiries and submissions for medical, home- and community-based services, behavioral/mental health and substance use disorder, and durable medical equipment services. For dental and vision claims, see the *Our service partners* section.

- A direct link to the Amerigroup provider self-service website for all other functionalities, including PCP member panel listings, submission of prior authorization requests and Patient360 to quickly retrieve treatment and pharmacy history to facilitate care coordination.

If you have questions about Availity or need assistance with registration, contact Availity Client Services at **800-AVAILITY (800-282-4548)** or email support@availity.com.

Interpreter and communication services

- Over-the-telephone interpreter services are available 24/7 through Provider Services.
- To request an in-office interpreter or sign language services, contact Provider Services.
- Written materials in the member's language or in large print, audio and accessible electronic formats are available for members upon request.

Eligibility and benefits

Inquiries can be performed through Availity (<https://www.availity.com>) or by contacting Provider Services. Providers can also access the New Jersey Medicaid Management Information System (NJMMIS) Eligibility Verification System at <https://www.njmmis.com>.

For more information about Amerigroup member benefits under NJ FamilyCare and MLTSS, visit the member website at <https://www.myamerigroup.com/NJ> or contact Provider Services.

Help identify members who may qualify for MLTSS coverage by contacting the MLTSS department at **855-661-1996 (TTY 711)** or a State of New Jersey health benefits coordinator at **800-701-0710 (TTY 800-701-0720)**.

Health services

24-hour Nurse HelpLine (available 7 days a week and 365 days a year) • 800-600-4441 (TTY 711)

Members may call our 24-hour Nurse HelpLine for medical advice and assistance.

Care Management services •

Medicaid: 800-452-7101 or 732-452-6000 ext. 106-134-2111; FIDE SNP: 866-805-4589

- We offer care management services for members with chronic or at-risk conditions or who are likely to have extensive health care needs.
- Our nurse care managers work with providers to develop individualized care plans and provide help with finding specialists, scheduling appointments, securing assistance with transportation, and arranging for medical equipment.
- We work with members to provide health education, monitor compliance with treatment plans, identify community resources and ensure members have access to supportive services.

Disease Management/Population Health (DM/PH) services • 888-830-4300

- We offer 12 core programs to help manage members with chronic diseases to improve health and quality of life through education and self-care efforts. Programs include: asthma, chronic obstructive pulmonary disease, coronary artery disease, congestive heart failure, HIV/AIDS, major depressive disorder — adult and child/adolescent, diabetes, schizophrenia, hypertension, substance use disorder, and bipolar disorder.
- Our registered nurse case managers use evidence-based, national practice guidelines to provide collaborative practice models that coordinate care with PCPs and supportive service providers in treatment planning; continuous self-management education including primary prevention, coaching related to healthy behaviors modification and compliance/monitoring; case/care management services for high-risk members; and ongoing communication with providers regarding patient status.

Health Education

- *Ameritips* provides easy-to-follow suggestions that help members manage their health. Specific topics may be requested for placement in your practice.
- Health educators are available upon request to provide free on-site health workshops at your practice.



Precertification/notification requirements

Inpatient services always require prior authorization.

Amerigroup uses MCG Care Guidelines for medical necessity reviews, medical acute inpatient concurrent reviews, acute inpatient site of service appropriateness and behavioral health. McKesson InterQual® is used for post-acute inpatient services. Amerigroup guidelines are used for home care services. MCG Criteria are used for all behavioral health reviews related to mental health, and American Society of Addiction Medicine (ASAM) criteria are used for all levels of care related to substance use disorder. Amerigroup *Behavioral Health Medical Necessity Criteria* is used for autism services such as Applied Behavioral Analysis (ABA) and Developmental, Relationship-Based Services (including DIR-Floortime and the Greenspan approach therapy). Amerigroup *Medical Policies* and *Clinical UM Guidelines* available on our website at <https://provider.amerigroup.com/NJ> under **Resources** are used for appropriateness of physical health services.

For FIDE SNP prior authorization and notification guidelines, consult the Medicare provider manual and the Precertification Lookup Tool Online on our provider website (<https://provider.amerigroup.com/NJ>) or contact FIDE SNP Provider Services.

Medical services, home- and community-based services, behavioral/mental health and substance use disorder services, and durable medical equipment (DME)

Prior authorization requests and notifications can be submitted online, by fax or by phone).

- Online: <https://www.availity.com>
- By phone: Medicaid: **800-454-3730**;
FIDE SNP: **866-805-4589**
- By fax: Forms are available on our website (<https://provider.amerigroup.com/NJ>).
Fax numbers:
 - Inpatient admissions, surgeries and other general requests: **877-244-1723**
 - Behavioral/mental health and substance use disorders (inpatient): **844-451-2794** (Medicaid) and **844-430-1702** (Medicare)

- Behavioral/mental health, substance use disorders, and autism services such as ABA and DIR (outpatient): **844-442-8007** (Medicaid) and **844-430-1703** (Medicare)
- MLTSS: **888-826-9762**
- Pharmacy (retail drugs): **844-509-9863**
- Pharmacy (medical injectables): **844-509-9865**

Dental, diagnostic, and therapy services are authorized through our service partners

Dental care

Liberty Dental* Plan

Phone: **833-276-0854**

Online: www.libertydentalplan.com

Diagnostic testing, cardiology services, genetic testing, radiation oncology and sleep studies

Carelon Medical Benefits Management, Inc.

Phone: **833-419-1491**

Online: www.carelon.com

Therapy services: physical, occupational and speech therapy

The Therapy Network of New Jersey (TNNJ)*

Phone: **855-825-7818**

Online: <http://mytnnj.com>

If a request for nonemergency services (home care, home infusion, DME or out-of-network outpatient) was submitted and a response has not been received within 14 days, contact the Health Care Management Services Prior Authorization team at **732-452-7101** or **732-452-6000, ext. 106-103-5260**. Contact Provider Services for the status of all other prior authorization requests for nonemergency services.

For code-specific requirements for all services (including pharmacy), see the Prior Authorization Lookup Tool Online under *Resources* on our provider website at <https://provider.amerigroup.com/NJ>.

Credentialing and provider data services

Enrollment

- Providers (excluding dental, therapy, and vision) that are interested in enrolling a new practice in the Amerigroup network may submit an application request by selecting *Join our Network* on our provider website.
- If your practice is already contracted with Amerigroup and you wish to enroll a new practitioner, contact your Provider Experience Consultant or visit <https://provider.amerigroup.com/NJ>.
- For dental, therapy, and vision providers, see the section *Our service partners*.
- Amerigroup will provide notification to providers of errors in the credentialing application within 3 business days of receipt. Our Credentialing Committee reviews applications monthly and notifies each applicant of their application status within 5 days of the meeting.
- Contact your Provider Experience Consultant, Provider Services at **800-454-3730**, or visit <https://provider.amerigroup.com/new-jersey-provider/contact-us/email> if further assistance is needed.



Claims services

It is your responsibility to ensure electronic or paper claims are complete and submitted without rejection to us. AMA- and CMS-approved, *HIPAA*-compliant codes and modifiers must be used appropriately and must accurately identify the member's condition and services rendered.

Claim status and Explanation of Payment Remittances may be reviewed on the secure provider portal at <https://www.availity.com>. Claim status may also be verified by calling our interactive voice response system (IVR) at **800-454-3730**. You can also use the claims status information for accepted and rejected claims submitted through a clearinghouse.

Timely filing

Timely filing is within 180 calendar days from the last date of service in the course of treatment, or the date of service for outpatient treatment, or the date of discharge for inpatient treatment.

Coordination of benefits (COB) claims must be submitted within 60 days from the date of the primary insurer's *Explanation of Benefits (EOB)* or 180 days from the last date of service in the course of treatment, whichever is later.

Corrected claims

- Timely filing for corrected claims is within 365 days from the date of service.
- Paper corrected claims must be clearly marked as a corrected claim.
- Electronic submissions must have the applicable frequency code.

Electronic data interchange (EDI)

- Availity is our exclusive EDI Gateway.
- Providers, billing services and clearinghouses that are new to the EDI space can register to exchange 27x self-service and 837 claims electronic transactions with Amerigroup at <https://www.availity.com>.
- Providers may connect directly to Availity at no cost for all 837, 835 and 27X transactions. Visit <https://apps.availity.com/web/welcome/#/empower> to learn more.
- If you have any questions, contact Availity Client Services at **800-AVAILITY (800-282-4548)**.

Claims services (cont.)

Electronic Remittance Advice (835)

The 835 eliminates the need for paper remittance reconciliation.

Use Availity to register and manage ERA account changes with these three easy steps:

- Log in to Availity.
- Select **My Providers**.
- Click on **Enrollment Center** and select **Transaction Enrollment**.

Note: If you use a clearinghouse or vendor, please work with them on ERA registration and receiving your ERA's.

Electronic Funds Transfer (EFT)

Electronic claims payment through electronic funds transfer (EFT) is a secure and fastest way to receive payment reducing administrative processes. EFT deposit is assigned a trace number that is matched to the 835 Electronic Remittance Advice (ERA) for simple payment reconciliation.

Electronic Funds Transfer (EFT) (cont.)

Beginning November 1, 2021, if you need to make changes to an existing EFT enrollment or create a new first-time account, log onto the EnrollSafe enrollment hub at <https://enrollsafe.payeehub.org> to enroll in EFT.

Paper claims

Submit claims on original claim forms (*CMS-1500* or *CMS-1450*) printed with dropout red ink or typed (not handwritten) in large, black/dark font. Mail to:

New Jersey Claims
Amerigroup Community Care
P.O. Box 61010
Virginia Beach, VA 23466-1010

Coordination of benefits (COB)

Amerigroup follows New Jersey-specific guidelines when COB is necessary. We use covered medical and hospital services whenever available or other public or private sources of payment for services rendered to members.

Providers are prohibited from billing members for the balance of a bill for Amerigroup-covered services or the amount above what Amerigroup paid for covered services. Providers may not bill or take recourse against a member for denied or reduced claims for services that are otherwise covered services.

After review of the *Explanation of Benefits (EOB)*, claims are coordinated by calculating the Amerigroup allowable amount minus the third party liability (TPL) payment. Amerigroup will be responsible for any unpaid balance up to the limit of its responsibility or the member's responsibility, whichever is less. This includes copays, deductibles or coinsurance amounts. If the third-party liability did not pay for a service because the member or provider did not follow the third-party payer's guidelines, Amerigroup will not pay for the service. When a medically necessary service not covered by the third-party payer is covered by Amerigroup (for example, dental services, hearing aids, personal care assistant services, medical day care, incontinence supplies, family planning services), Medicaid is the only payer, and the member cannot be billed.

Payment disputes

- Claims payment disputes must be filed within 90 days of the adjudication date on your *Explanation of Payment*.
- Claim payment disputes can be submitted online. Log in to the secure provider portal from the provider website at <https://provider.amerigroup.com/NJ> or through <https://www.availity.com>. For dental and vision claims, see the *Our service partners*.
- Providers can also submit claim payment disputes by mail.
 - Medicaid Payment Dispute Unit
Amerigroup Community Care
P.O. Box 61599
Virginia Beach, VA 23466-1599
 - Medicare Advantage Payment Dispute Unit
Amerigroup Community Care
P.O. Box 110
Fond Du Lac, WI 54935

Claims services (cont.)

Member appeals

Member medical necessity appeals or grievances (grievances are complaints not related to adverse medical management action or interpretation of medically necessary benefits to deny, reduce, terminate, delay or suspend a covered service) may be initiated by the member or the member's representative, or the provider acting on behalf of the member with the member's written consent. Submit in writing within 60 days to:

- Medicaid Complaints, Appeals & Grievances
Amerigroup Community Care
P.O. Box 62429
Virginia Beach, VA 23466
- Medicare Complaints, Appeals & Grievances (MCAG)
Attention: Medical Necessity Provider Appeals
Mailstop: OH0205-A537
4361 Irwin Simpson Road
Mason, OH 45040

For appeals of dental procedures, providers may either contact Amerigroup or Liberty Dental directly via one of the following methods:

- Phone: **833-276-0854**
- Email: prinquiries@libertydentalplan.com
- Mail:
Liberty Dental Plan
Attn: Professional
P.O. Box 26110
Santa Ana, CA 92799-6110

Provider Services contact information

For dental, therapy, and vision providers, see the section ***Our service partners***.

Provider Services

(care management services, special needs members, prenatal and perinatal services, authorization assistance, eligibility and benefits, claim inquiries)

- Medicaid: **800-454-3730 (TTY 711)**
- FIDE SNP: **866-805-4589 (TTY 711)**
- Live agents available weekdays from 8 a.m. to 8 p.m. The interactive voice response (IVR) system is available 24/7.

Member Services — 24-hour Nurse Helpline

- Medicaid: **800-600-4441 (TTY 711)**
- FIDE SNP: **844-765-5160 (TTY 711)**
- Live agents available weekdays from 8 a.m. to 8 p.m. The interactive voice response (IVR) system is available 24/7.

Initial credentialing

- <https://provider.amerigroup.com/NJ>

Re-credentialing

- AGPCred@amerigroup.com

Demographic updates

- NJProviderData@anthem.com
- Fax: **866-920-5997**
- Use the *Report Invalid Info* tool by selecting your provider profile in *Find a Doctor* in the Referral Directory

Electronic data interchange (EDI) help desk

- **800-AVAILITY (800-282-4548)**
- <https://www.availity.com>
- Monday through Friday, 8 a.m. to 8 p.m.

Care Management referrals

- Medicaid:
 - **732-452-6000, ext. 106-134-2111**
 - Nj-carecoordinationcm@anthem.com
- FIDE SNP:
 - **800-611-4287**
 - eastregioncmconciierge@anthem.com

Behavioral/mental health and substance use disorder care management

- Medicaid: **800-454-3730 (TTY 711)**
- FIDE SNP: **866-805-4589 (TTY 711)**
- NJBehavioralHealth@amerigroup.com
- Monday through Friday, 8 a.m. to 8 p.m.



Provider Services contact information (cont.)

Disease Management (DM)

- 888-830-4300
- Monday-Friday, 8:30 a.m. to 5:30 p.m.

Hearing Impaired Services

- Medicaid: 800-454-3730 (TTY 711)
- FIDE SNP: 866-805-4589 (TTY 711)
- Monday through Friday, 8 a.m. to 8 p.m.

Member eligibility and benefits verification

- Medicaid: 800-454-3730 (TTY 711)
- FIDE SNP: 866-805-4589 (TTY 711)
- Monday through Friday, 8 a.m. to 8 p.m.
- <https://www.availity.com>

Medicaid member recertification assistance

- Medicaid: 877-453-4080
- Monday through Friday, 8 a.m. to 5 p.m.
- njmemberretention@anthem.com

FIDE SNP recertification assistance

- 866-705-8732

MLTSS Care Management

Assessment, eligibility and enrollment

- 855-661-1996 or 732-452-6000, ext. 106-134-5020
- Monday through Friday, 8 a.m. to 5 p.m.
- nj1mltssprovhel@amerigroup.com

Personal Preference Program (PPP) participation

- 855-661-1996, option 1

Program Consultant

- Yanira Ceara-Almodovar
Yanira.Ceara-Almodovar@amerigroup.com
732-452-6034

MLTSS Provider Services

Assisted living, home- and community-based services, nursing facility, specialty care nursing facility, chore services and other nontraditional MLTSS services

Network Support consultants

- Atlantic, Burlington, Camden, Cape May, Cumberland, Gloucester, Mercer, Middlesex, Monmouth, Ocean, and Salem:
Avis Skipper
avis.skipper@amerigroup.com
- Bergen, Essex, Hudson, Hunterdon, Morris, Passaic, Somerset, Sussex, Union, and Warren:
Maria Peralta
maria.peralta@amerigroup.com

Hospice

Jennifer Iskander

- jennifer.iskandar@amerigroup.com
- 732-692-3159

Behavioral/mental health and substance use disorder

Member crisis

- 877-842-7187

Care Management, including Office Based Addiction Treatment (OBAT)

- Medicaid: 800-454-3730 (TTY 711)
- FIDE SNP: 866-805-4589 (TTY 711)
- Monday through Friday, 8 a.m. to 8 p.m.
- NJBehavioralHealth@amerigroup.com

Behavioral Health Services Director

- Ann Basil
Ann.Basil@amerigroup.com
732-623-5835

Provider Experience consultants

- Hunterdon, Middlesex, Somerset, Morris, Sussex, Warren, and Ocean:
Cynthia Hardy
732-692-9120
cynthia.hardy@amerigroup.com
- Burlington, Essex, Hudson, Monmouth, Passaic, and Union:
Maria Peralta
732-882-5072
maria.peralta@amerigroup.com
- Atlantic, Camden, Cape May, Cumberland, Gloucester, Mercer, Bergen, and Salem:
Avis Skipper
avis.skipper@amerigroup.com

Network Support consultant

- Michael Juros
732-995-2671
michael.juros@amerigroup.com

Provider Services contact information (cont.)

Maternity, prenatal and perinatal services for women

Medicaid Provider Services

- 800-454-3730 (TTY 711)

Member-facing phone number

- 800-600-4441 (TTY 711)

Care manager level contact

- nj-carecoordinationcm@anthem.com

MCO staff contact

- Rhonnda Talton (rhonnda.talton@anthem.com)

Our service partners — Medicaid and FIDE SNP

Additional vendors are listed in the provider referral directory.

Dental

Liberty Dental Plan (for information regarding prior authorizations and claims submission for both in-network and out-of-network providers, treatment of dental emergencies and oral-facial trauma)

- 833-276-0854
- Monday through Friday, 8 a.m. to 8 p.m.
- www.libertydentalplan.com/AmerigroupNJ
- prinquiries@libertydentalplan.com
- Provider manual: https://www.libertydentalplan.com/Resources/Documents/ma_NJ_FamilyCare_PRG_Amerigroup.pdf
- Find a Dentist: <https://client.libertydentalplan.com/Amerigroup/anthemnj>

Diagnostic testing and procedures

Carelon Medical Benefits Management, Inc.

(diagnostics, genetic testing, sleep studies)

- 833-419-1491
- Monday through Friday, 8 a.m. to 8 p.m.
- www.carelon.com

Laboratory services

LabCorp*

- 888-LABCORP (888-522-2677)
- <https://www.labcorp.com>

Quest*

- 866-697-8378
- www.questdiagnostics.com

Pharmacy services

CarelonRx Specialty Pharmacy

(self-injectable medications and self-administered oral specialty medications)

- 833-262-1726
- 833-255-0646

CVS Caremark

(physician administered injectable medications)

- 800-378-5697

Part D coverage decisions (FIDE SNP only)

- 844-765-5160

Therapy services

The Therapy Network of New Jersey (TNNJ)

(physical, occupational and speech therapy)

- 855-825-7818
- Monday through Friday, 8:30 a.m. to 5 p.m.
- <http://mytnnj.com>

Vision services

Superior Vision

- 866-819-4298 (TTY 800-735-2258)
- Monday through Friday, 8 a.m. to 6 p.m.
- www.superiorvision.com

Medicaid services

Early Intervention Services

- 888-653-4463

Medicaid FFS program

New Jersey Medicaid Management Information System (NJMMIS)

- 800-776-6334
- www.njmmis.com

NJ FamilyCare HelpLine

- 800-356-1561

NJ Medicaid Fraud Division Hotline

- 888-937-2835

Health Benefits Coordinator/NJ

FamilyCare Enrollment

- 800-701-0710 (TTY 800-701-0720)

Transportation (nonemergency medical):

Modivcare (formerly LogistiCare)

- 866-527-9933 (TTY 866-288-3133)

Vaccines for Children (VFC)

- 609-826-4862
- vfc@doh.nj.gov



** Availity is an independent company that administers the secure provider portal on behalf of Amerigroup Community Care. Liberty Dental is an independent company providing dental services on behalf of Amerigroup Community Care. Carelon Medical Benefits Management, Inc. is an independent company providing utilization management services on behalf of the health plan. CarelonRx, Inc. is an independent company providing pharmacy benefit management services on behalf of the health plan. ModivCare is an independent company providing nonemergency transportation services on behalf of Amerigroup Community Care. Superior Vision is an independent company providing vision services on behalf of Amerigroup Community Care. LabCorp is an independent company providing laboratory and radiology services on behalf of Amerigroup Community Care. Quest Diagnostics is an independent company providing laboratory and radiology services on behalf of Amerigroup Community Care. The Therapy Network of New Jersey is an independent company providing physical, occupational and speech therapy services on behalf of Amerigroup Community Care. CareMark CVS is an independent company providing pharmacy benefit services on behalf of Amerigroup Community Care. EnrollSafe is a tool developed by Zelis Payments which is an independent organization offering electronic fund transfer services on behalf of Amerigroup Community Care.*



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