



State communication

A message from the Division of TennCare.

COVID-19 Flexibilities – Reinstatement of Suspension of PCP Assignment

Summary: In response to increased COVID-19 infections, the Division of TennCare has agreed to reinstate the suspension of PCP assignment. This short-term administrative accommodation is effective immediately and will remain in place until further notice.

Suspension of PCP Assignment

Amerigroup Community Care will continue the suspension of the practice of denying PCP service claims submitted by providers who are not the assigned PCP of the members they are serving until further notice. Any claims that were denied since July 31, 2021, as a result of the PCP assignment requirements, will be reprocessed and retroactively approved back to July 31, 2021. This has been the practice throughout this year, members will continue to be assigned PCPs according to the normal process.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-800-454-3730**.

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

Amerigroup Community Care complies with the applicable federal and state civil rights laws, rules, and regulations and does not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **800-454-3730**. Information about the civil rights laws can be found at [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html).