

CoverKids member FAQ: How to identify and how to bill vaccines

How can providers identify CoverKids members?

Providers can verify member eligibility in one of the following ways, which will identify CoverKids status:

- Availity* — Select **Patient Registration** and then select **Eligibility and Benefits Inquiry**
- Phone — **800-454-3730**
- TennCare Connect — **855-259-0701**
- *Transaction File 271* — **Section EB** will list CoverKids in Tennessee and their benefit level

Providers can run a *Member Panel Report* in Availity to identify CoverKids members assigned to their group/practice:

- In the column labeled **Plan Description**, it will display *Tennessee CoverKids CHIP* and their benefit level.
- In the column labeled **Group Name**, it will list *Tennessee Medicaid*.

Providers can also identify members by their member ID card, which will have the Amerigroup Community Care and CoverKids logos on it:



The image shows a sample member ID card for Mickey Mouse Jr. The card includes the Amerigroup logo and the text "CoverKids". It lists the following information: Effective Date: 01/01/2021, Date of Birth: 01/01/2010, ID Number: 712000001, and Benefit Level: 2. The card also provides contact information for Amerigroup Community Care, including the website www.myamerigroup.com/TN, and lists the member name, primary care provider (PCP) Dr. Charlie, and various phone numbers for vision, dental, pharmacy, and copays. It also lists the cost of office visits, preventive visits, inpatient hospital care, and specialist care, as well as the cost of prescriptions. Finally, it provides the Amerigroup Member Services/Behavioral Health phone number (800-600-4441) and the Nurse Helpline (866-864-2544).

How can providers bill for vaccines?

CoverKids is not eligible for the Vaccines for Children (VFC) program, so Amerigroup pays both the serum and the administration for vaccine.

Providers must bill both the serum with an actual charge and the administration to receive reimbursement for both.

What if I need assistance?

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

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

<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).