

## Member information and panel listing

### Panel listing

Providers have two options to access their panel listings.

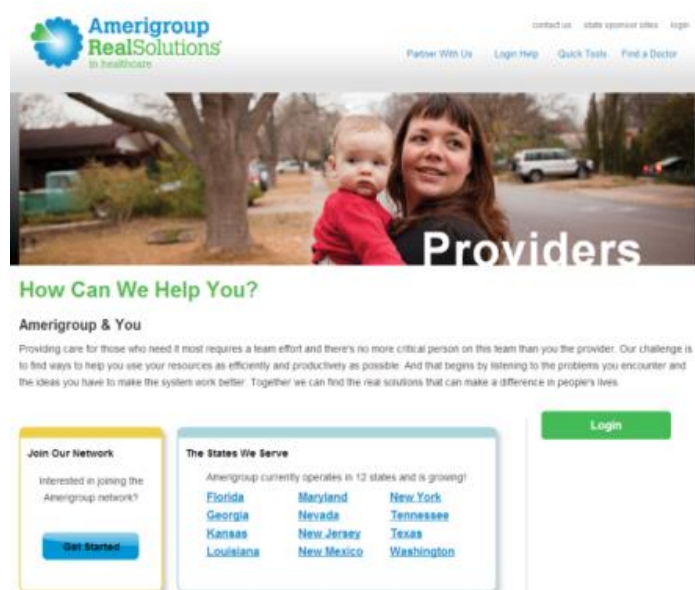
#### Logging in — Option one

Providers can access their panel listing by logging in to the Amerigroup Community Care provider self-service website on the Availity Portal.\*

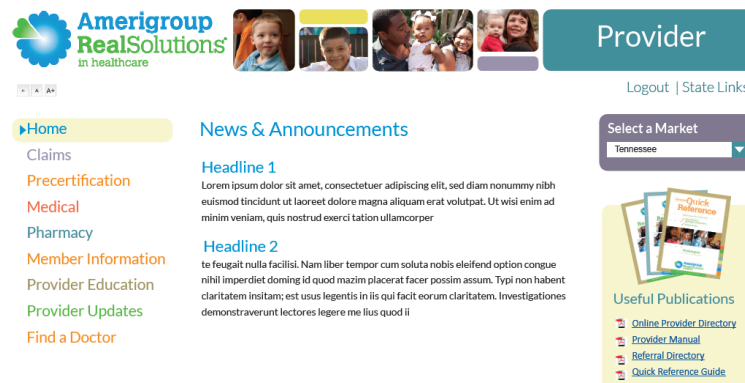
#### From the Amerigroup Community Care provider self-service website

Access your panel listing from [provider.amerigroup.com](https://provider.amerigroup.com):

1. Select **Login** and enter your Availity user ID and password.



2. Select the **Member Information** tab on the left navigation bar.



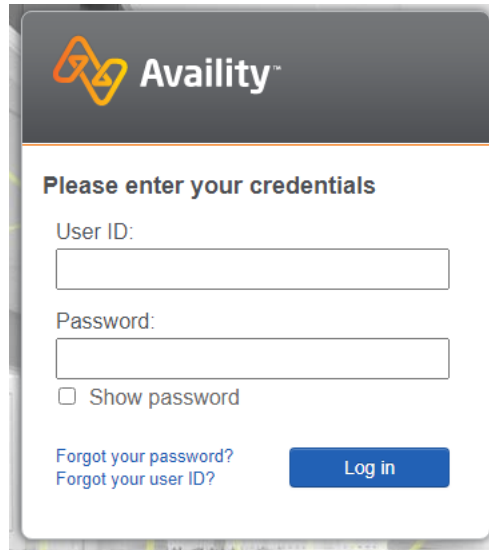
\* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

## Logging in — Option two

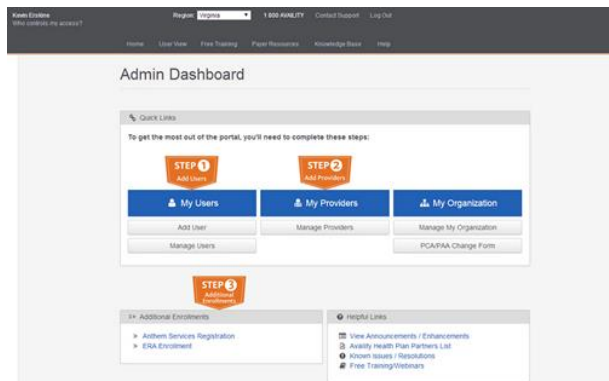
### From the Availity website

Access your panel listing from [availity.com](http://availity.com):

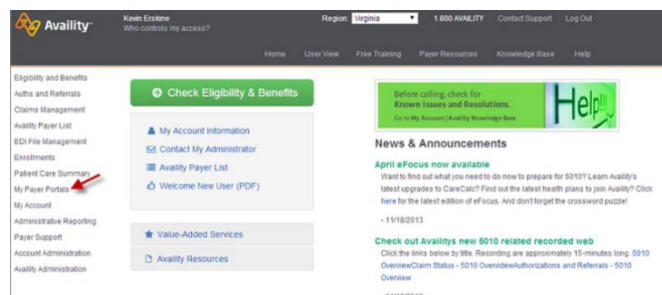
1. Choose **Web Portal Users Login** and enter your Availity user ID and password.



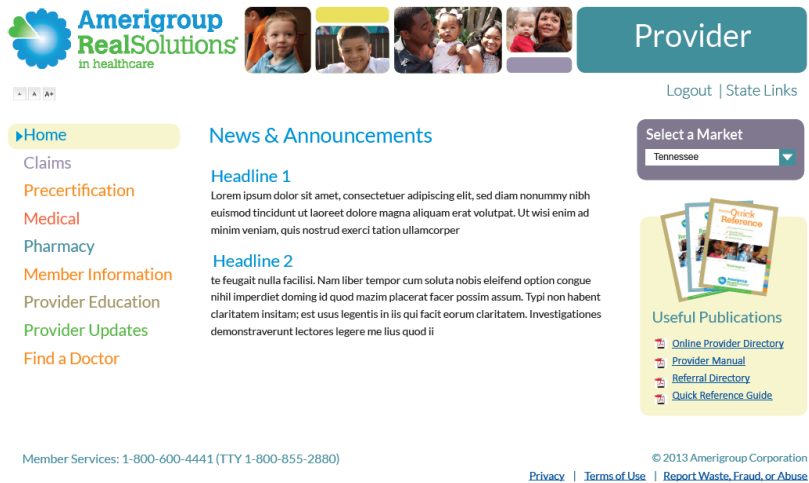
2. Select your state from the drop-down list in the top toolbar.



3. Select **Amerigroup Provider Self-Service** from *My Payer Portals* in the left-hand navigation of either the account administrator or normal user screen to go to the Amerigroup provider self-service website homepage.



4. Select the **Member Information** tab from the left navigation bar of the Amerigroup provider self-service website.



Once logged in to the Amerigroup provider self-service website:

1. Under *Member Information*, select **PCP Member Listing**.



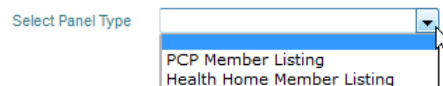
2. Use the drop-down list to select the panel type.

## PCP Member Listing

Panel Listing tool is available to providers to research and download a complete list of past and current PCP members assigned to a specific Provider, Group, or IPA.

Member listings are available and include data accurate as of the close of business on the previous day. Real-time member eligibility will now be available exclusively through Availity. Check Member Eligibility at Availity.

### To get started:



- Choose a tax identification number (TIN). Then, choose whether you want to view the entire panel listing for the selected TIN or to select a specific individual or group provider.

## PCP Member Listing

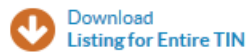
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### To get started:

Select Panel Type

Select TIN



- If you select a specific individual or group, choose a **Provider Entity Type**.

Select Provider

Select a provider from the list below. Click on column headers to sort list

	Provider Name	ID	NPI	Provider Entity Type
Select	[blurred]	[blurred]	[blurred]	Group
Select	[blurred]	[blurred]	[blurred]	Facility
Select	[blurred]	[blurred]	[blurred]	Provider

**Note:** If you choose a group that contains several PCPs, you can get a panel list of members for all the PCPs in that group. This option is helpful for getting results for multiple large groups under a single TIN.

- Once you choose a provider, results will display a grid of members currently assigned to the provider (that is, active members) and members who were assigned to that provider but have left the PCP's panel as of the beginning of the previous month (that is, inactive members).

**To get started:**

Select Panel Type: PCP Member Listing

Select TIN: [Redacted]

Provider Name: [Redacted]

Provider ID: [Redacted]

NPI: [Redacted]

[Clear Search](#)      [Select another provider from this TIN ▶](#)

**Active Members**

◀◀ 1 of 12 ▶▶
Results Per Page 10
Download This Listing Only
Download Listing for Entire TIN

Subscriber ID	Medicaid ID	Medicare ID	Product/Plan	Member Name	Member PCP Status	Address
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	[Redacted]
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	A	[Redacted]

- To download the list, select the download option you want and save the file to your computer. If you choose **Download This Listing Only**, you will only see member activity for the provider name listed under *To get started*.