

## Provider updates to account information

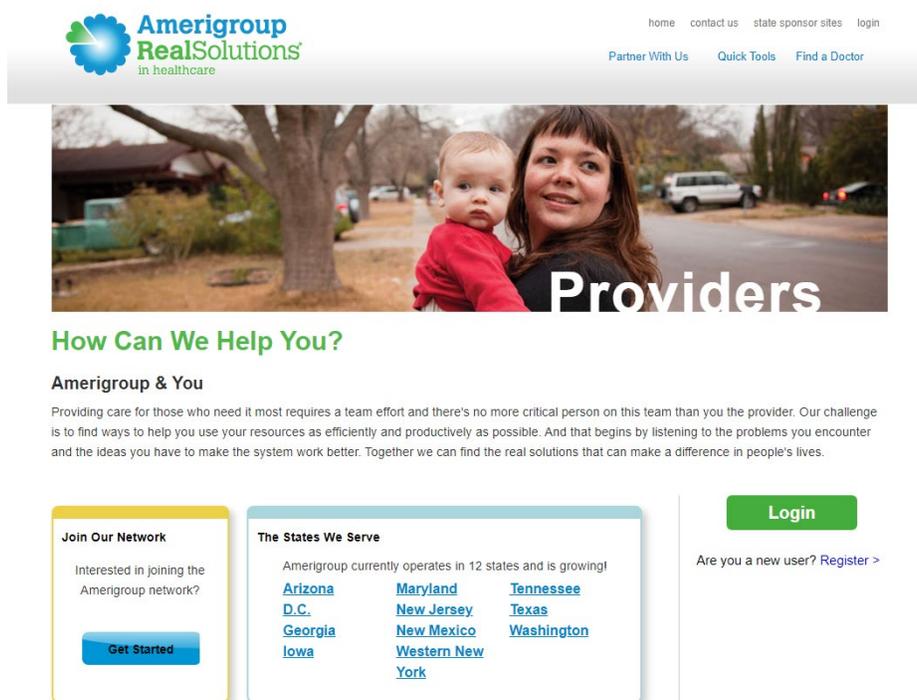
**Background:** Providers can access their account information to make changes or updates by logging into the Amerigroup Community Care provider self-service website or via the Availity Portal.\*

### The tools for provider updates allow you to:

- Change and update:
  - Basic information.
  - Registration information.
  - Practice information.
  - Product information.
  - Tax and payment information.
- Request termination from Amerigroup.
- Update the practice roster.

### Access from the Amerigroup provider self-service website:

1. To access your account information from [provider.amerigroup.com](https://provider.amerigroup.com), select **Login** and enter your Availity ID and password.



home contact us state sponsor sites login

Partner With Us Quick Tools Find a Doctor

## Providers

### How Can We Help You?

#### Amerigroup & You

Providing care for those who need it most requires a team effort and there's no more critical person on this team than you the provider. Our challenge is to find ways to help you use your resources as efficiently and productively as possible. And that begins by listening to the problems you encounter and the ideas you have to make the system work better. Together we can find the real solutions that can make a difference in people's lives.

**Join Our Network**

Interested in joining the Amerigroup network?

[Get Started](#)

**The States We Serve**

Amerigroup currently operates in 12 states and is growing!

<a href="#">Arizona</a>	<a href="#">Maryland</a>	<a href="#">Tennessee</a>
<a href="#">D.C.</a>	<a href="#">New Jersey</a>	<a href="#">Texas</a>
<a href="#">Georgia</a>	<a href="#">New Mexico</a>	<a href="#">Washington</a>
<a href="#">Iowa</a>	<a href="#">Western New York</a>	

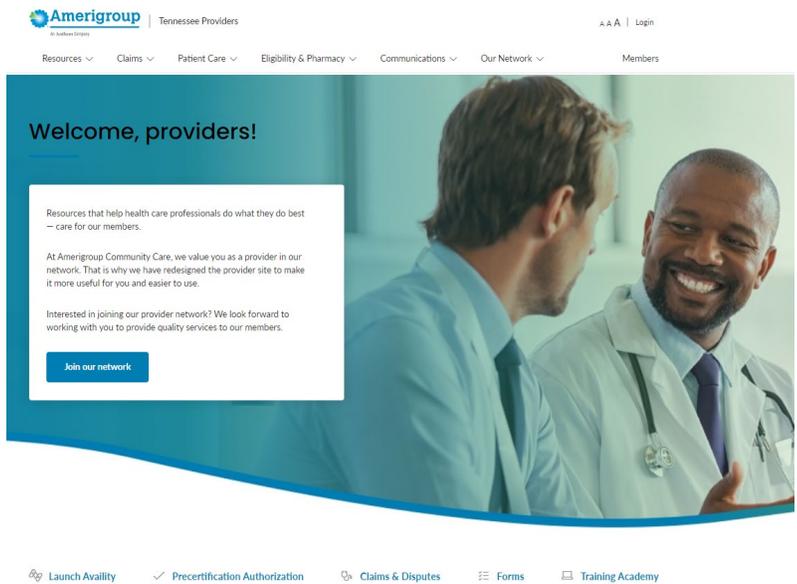
[Login](#)

Are you a new user? [Register >](#)

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

2. Select the **Account Management** tab from the left-hand navigation of the Amerigroup provider self-service website. Then, select:

- **Changes and Updates** to update provider or practice information.
- **Request Termination** to request termination from the Amerigroup network.
- **Update Roster** to update your practice roster.



### Access from the Availity website:

1. To access your account information from [availity.com](https://www.availity.com), select **Login** from the homepage.

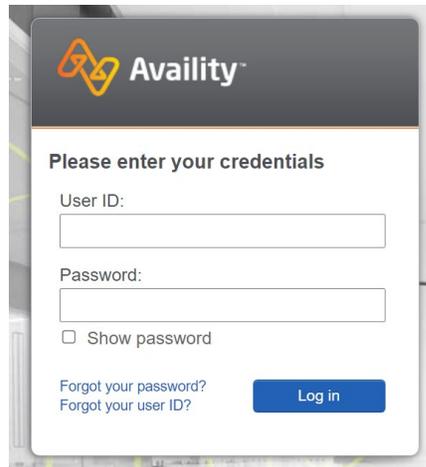


AVAILITY PORTAL [LOGIN](#) [REGISTER](#)

Home Solutions Connect Resources About

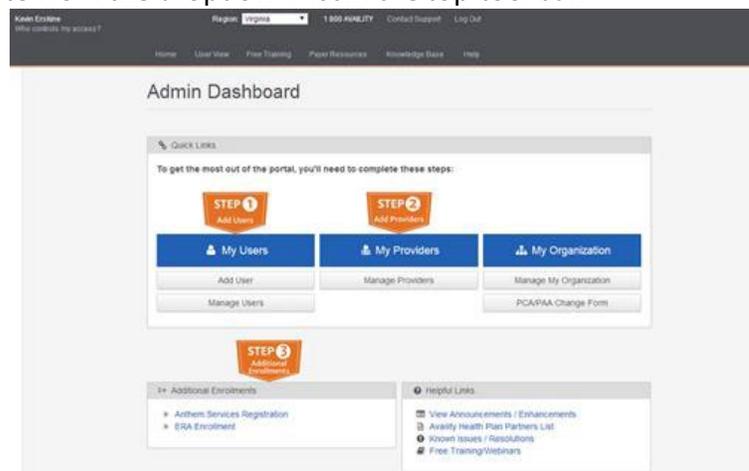


2. Enter your Availity ID and password and select **Log in**.



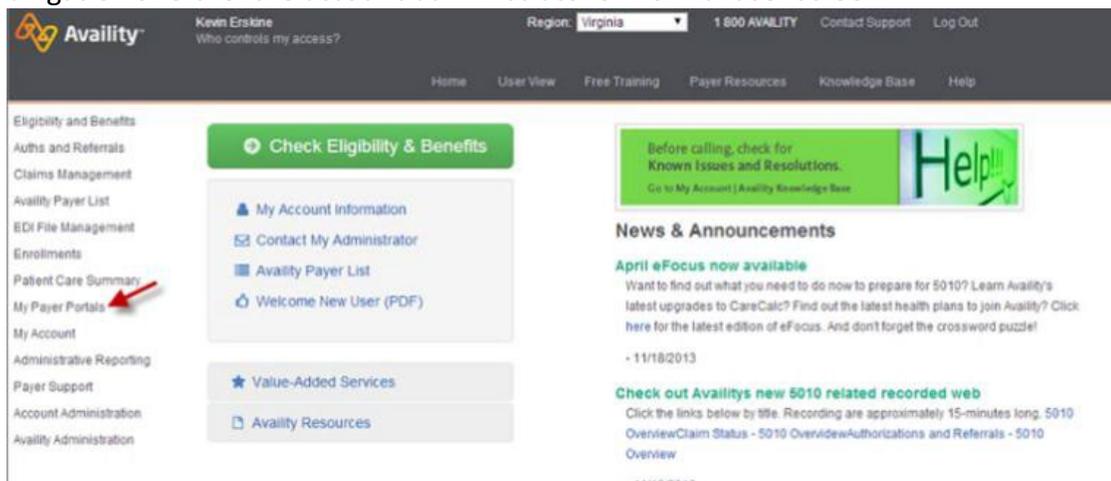
The image shows the Availity login page. At the top is the Availity logo. Below it, the text "Please enter your credentials" is displayed. There are two input fields: "User ID:" and "Password:". Below the password field is a checkbox labeled "Show password". At the bottom left, there are links for "Forgot your password?" and "Forgot your user ID?". A blue "Log in" button is positioned at the bottom right.

3. Select your state from the dropdown list in the top tool bar.



The image shows the Availity Admin Dashboard. At the top, there is a navigation bar with the user name "Kevin Erskine" and the region "Virginia". Below the navigation bar, the main content area is titled "Admin Dashboard". It features a "Quick Links" section with instructions: "To get the most out of the portal, you'll need to complete these steps:". There are three main steps: "STEP 1 Add Users", "STEP 2 Add Providers", and "STEP 3 Additional Enrollments". Each step has a corresponding button: "My Users", "My Providers", and "My Organization". Below these buttons are sub-buttons for "Add User", "Manage Providers", "Manage My Organization", "Manage Users", and "PCAPPA Change Form". There are also sections for "Additional Enrollments" and "Helpful Links".

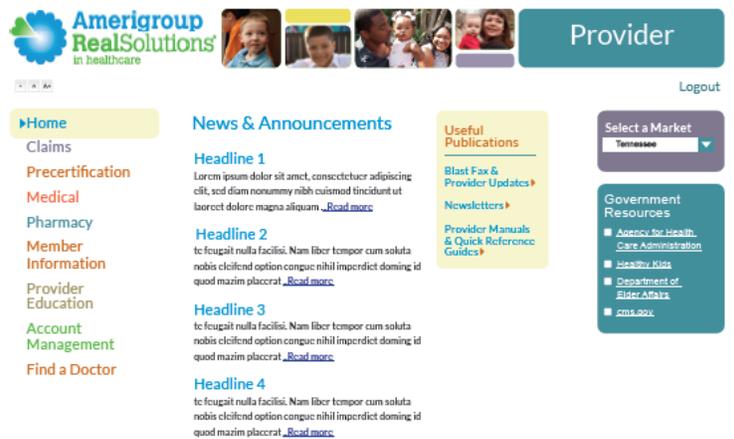
4. Select **Amerigroup Provider Self-Service** from **My Payer Portals** in the left-hand navigation of either the account administrator or normal user screen.



The image shows the Availity user interface. At the top, there is a navigation bar with the user name "Kevin Erskine" and the region "Virginia". Below the navigation bar, the main content area is titled "Check Eligibility & Benefits". There are several sections: "My Account Information", "Contact My Administrator", "Availity Payer List", "Welcome New User (PDF)", "Value-Added Services", and "Availity Resources". On the right side, there is a "Help" button and a "News & Announcements" section. The "News & Announcements" section includes a link for "April eFocus now available" and a link for "Check out Availity's new 5010 related recorded web". A red arrow points to the "My Payer Portals" link in the left-hand navigation.

5. Select the **Account Management** tab from the left-hand navigation of the Amerigroup provider self-service website. Then, select:

- **Changes and Updates** to update provider or practice information.
- **Request Termination** to request termination from the Amerigroup network.
- **Update Roster** to update your practice roster.



## Changes and updates:

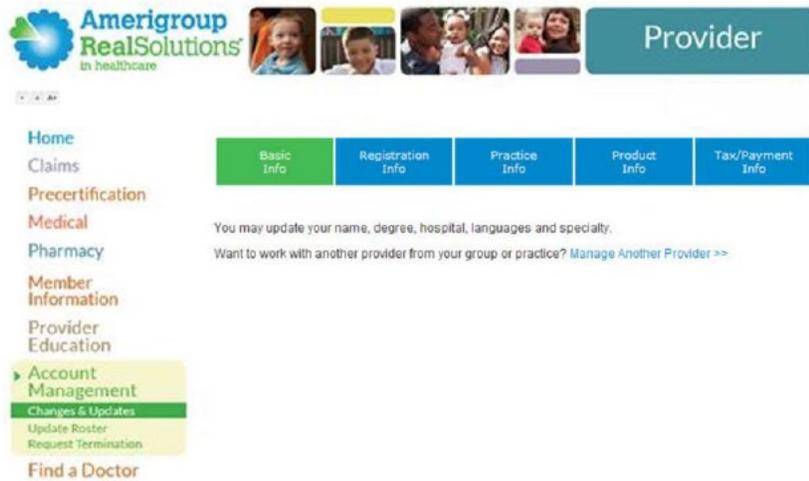
1. Select the **Changes & Updates** submenu within the **Account Management** menu.



2. Select your TIN and provider number.

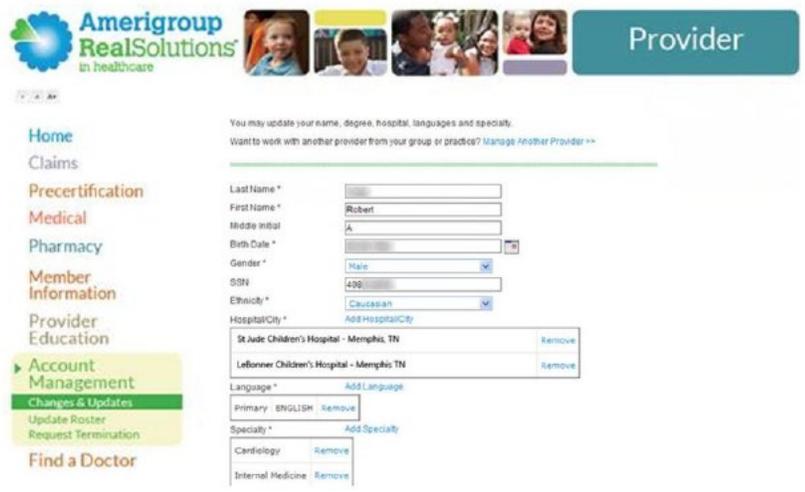


3. Select the tabs at the top of the screen to select the information you need to update.



## Update basic information:

1. Select **Basic Info**.
2. Change the information using the following methods:
  - For text fields, select in the field, delete the text, and type the new information.
  - For dropdown menus (such as **Gender**), select the arrow and make your selection.
  - For items in blue text (such as **Add Hospital/City**), select the word or phrase. A window will open, and you can update the appropriate information.
3. Select **Save** when finished.



## Update registration information

You may add or update the registration information for your state license, NPI, taxonomy code, Drug Enforcement Administration number, and Medicaid and Medicare numbers:



## Update product information

To update information about patients you accept:

1. Select **Product Info**.
2. Select the product row you want to update.
3. Use the **All Ages** dropdown menu to change the age range of patients accepted by the practice.
4. Select the checkbox to indicate whether you are accepting new patients.
5. Select **Save**.

**Amerigroup RealSolutions**  
in healthcare

Provider

Home  
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Precertification  
Medical  
Pharmacy  
Member Information  
Provider Education  
Account Management  
Changes & Updates  
Update Roster  
Request Termination  
Find a Doctor

Basic Info Registration Info Product Info Product Info Tax/Payment Info

You may update the age range of your patients and indicate whether you are accepting new patients.  
Want to work with another provider from your group or practice? [Manage Another Provider >>](#)

Network Screen

Product Description	PCP/SPC Specifications	Age Range	Accepting New Patients	Female Only
Tennessee Medicaid	SPC	All Ages	Yes	No

## Update tax and payment information

If the fields for this function are grayed out, you cannot update your tax information using the provider website. Contact your Provider Experience representative or call our Provider Services team at **800-454-3730**:

1. Select **Tax/Payment Info**.
2. Select the tax ID row you want to update.

**Amerigroup RealSolutions**  
in healthcare

Provider

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Update Roster  
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Find a Doctor

Want to work with another provider from your group or practice? [Manage Another Provider >>](#)

Payment Information :

Claims paid to: Doctor's Medical Park  
PO Box 12345  
Anywhere, TN 33333

Tax Information :

TAX ID 6260XXXXX	TERMINATION DATE 12/31/9999	EFFECTIVE DATE 1/1/1994
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3. Select the fields you want to update and delete all old information. Remember, if the fields are grayed out, you cannot update your tax information on the provider website.

4. Type the new information.

**Amerigroup RealSolutions**  
in healthcare

Provider

Home  
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Pharmacy  
Member Information  
Provider Education  
Account Management  
Changes & Updates  
Update Roster  
Request Termination  
Find a Doctor

**Payment Information :**  
Claims paid to: Doctor's Medical Park  
PO Box: 12145  
Anywhere, TN 35353

**TAX DETAILS**

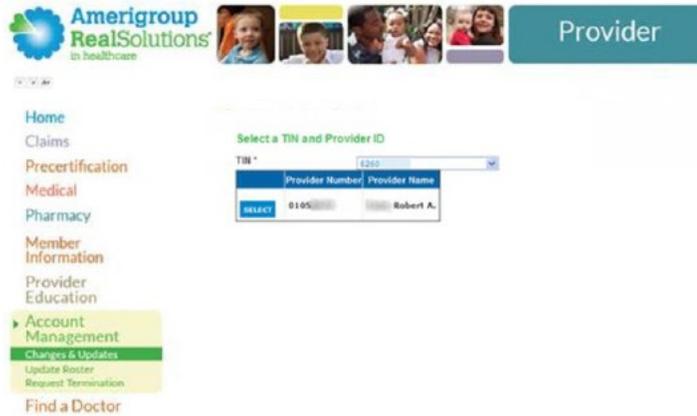
Tax ID Number \*   
Effective Date \*   
Name \*   
Address \*   
Zip \*   
City \*   
State \*

**Tax Information :**

TAX ID 424630000 TERMINATION DATE 12/31/1999 EFFECTIVE DATE 1/1/1994

## Request termination from Amerigroup:

1. Select **Request Termination** from the submenu within the **Account Management** tab.
2. Select your TIN and your provider number.



Amerigroup RealSolutions in healthcare

Provider

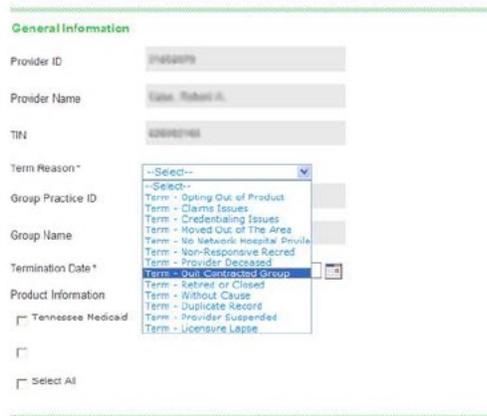
Home  
Claims  
Precertification  
Medical  
Pharmacy  
Member Information  
Provider Education  
Account Management  
Changes & Updates  
Update Roster  
Request Termination  
Find a Doctor

Select a TIN and Provider ID

TIN \* 1230

Provider Number	Provider Name
SELECT 0195	Robert A.

3. Make the appropriate selection from the **Term Reason** dropdown menu.



General Information

Provider ID 01950195

Provider Name 0195 Robert A.

TIN 01950195

Term Reason \* --Select--

Group Practice ID

Group Name

Termination Date \*

Product Information

Tennessee Medicaid

Select All

Term - Opting Out of Product  
Term - Claims Issues  
Term - Credentialing Issues  
Term - Moved Out of The Area  
Term - No Network Hospital Privileg  
Term - Non-Responsive Record  
Term - Provider Deceased  
Term - Opting Out of Product  
Term - Served or Closed  
Term - Without Cause  
Term - Duplicate Record  
Term - Provider Suspended  
Term - Licensure Lapse

Provider understands and agrees that any termination by Provider of Provider's Participation Agreement with AMERIGROUP is subject to the terms and conditions set forth in such Agreement. AMERIGROUP reserves the right to reject any termination notice submitted via this portal if such termination does not comply with the termination requirements under the Agreement, including without limitation, setting forth a valid basis for termination and sufficient required advance notice of termination. In the event of such rejection, Provider's termination notice shall be void and of no force or effect. Upon proper notice of termination, Provider agrees to comply with all applicable continuity of care requirements as set forth in the Agreement and/or as required by applicable law, and to cooperate fully with AMERIGROUP in the transition of members to other AMERIGROUP participating providers.

4. Select the calendar icon to display the calendar and select the desired termination date.

**General information**

Provider ID: [text box]

Provider Name: [text box]

TIN: [text box]

Term Reason\*: [Term - Quit Contracted Group]

Group Practice ID: [text box]

Group Name: [text box]

Termination Date\*: [text box] 

Product Information

Tennessee Medicaid

Select All

September, 2010						
Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	1	2
3	4	5	6	7	8	9

Today: August 30, 2010

Provider understands and agrees that any termination by Provider of Provider's Participation Agreement with AMERIGROUP is subject to the terms and conditions set forth in such Agreement. AMERIGROUP reserves the right to reject any termination notice submitted via this portal if such termination does not comply with the termination requirements under the Agreement, including without limitation, setting forth a valid basis for termination and sufficient required advance notice of termination. In the event of such rejection, Provider's termination notice shall be void and of no force or effect. Upon proper notice of termination, Provider agrees to comply with all applicable continuity of care requirements as set forth in the Agreement and/or as required by applicable law, and to cooperate fully with AMERIGROUP in the transition of members to other AMERIGROUP participating providers.

5. Select the plan(s) for which you are submitting the termination request.

**General information**

Provider ID: [text box]

Provider Name: [text box]

TIN: [text box]

Term Reason\*: [Term - Quit Contracted Group]

Group Practice ID: [text box]

Group Name: [text box]

Termination Date\*: [09/01/2010]

Product Information

Tennessee Medicaid

Select All

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6. Select the checkbox to acknowledge the termination request disclaimer and select **Submit**. A grayed version of the page displays.

Group Practice ID: [text box]

Group Name: [text box]

Termination Date \*: 09/01/2010 [calendar icon]

Product Information

Tennessee Medicaid

Select All

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7. Select **Confirm**. A file upload dialog box displays.

Group Practice ID: [text box]

Group Name: [text box]

Termination Date \*: 09/01/2010 [calendar icon]

Product Information

Tennessee Medicaid

Select All

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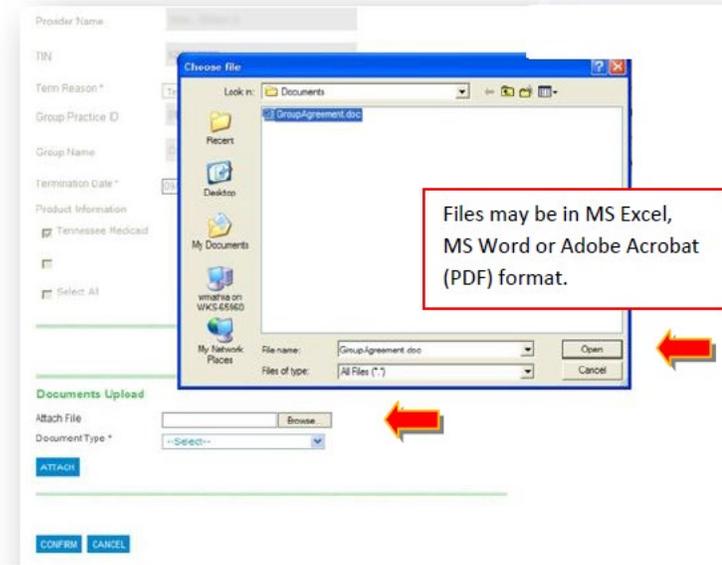
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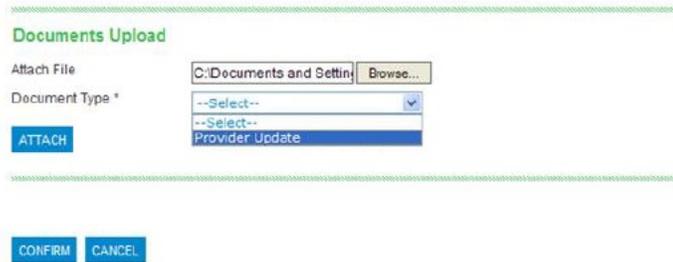
8. If you have documents you would like to upload with this request, select **Yes**. A **Documents Upload** dialog box displays.

Would you like to upload files for this request?

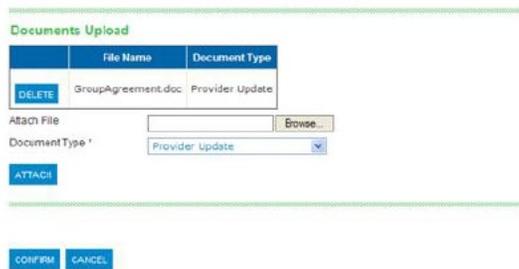
9. Select the **Browse** button. A **Choose File** dialog box displays. Locate the appropriate file and select **Open**. The file path displays in the **Attach File** field.



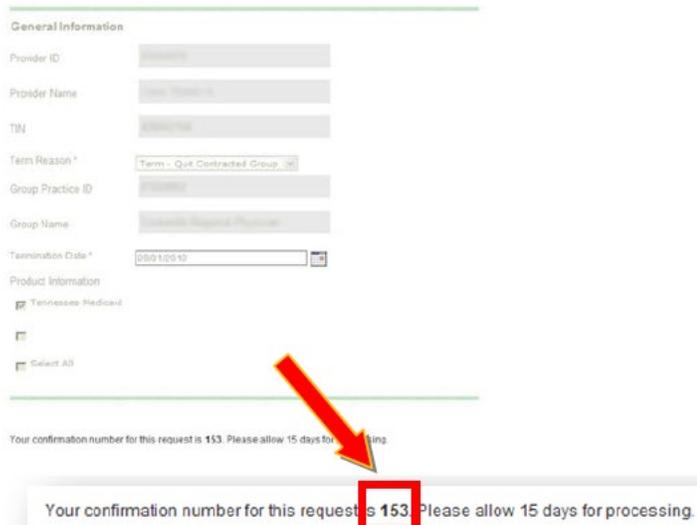
10. Select **Provider Update** for the **Document Type** dropdown menu. Select **Attach**.



11. If you have additional supporting documentation, repeat steps 9 and 10 until you have attached all appropriate files. When you are done, select **Confirm**. A verification notice displays.



12. Please allow 15 days for your request to be processed.



General Information

Provider ID: [text box]

Provider Name: [text box]

TIN: [text box]

Term Reason\*: [Term - Quit Contracted Group]

Group Practice ID: [text box]

Group Name: [text box]

Termination Date\*: [09/12/2019]

Product Information

Tennessee Medicaid

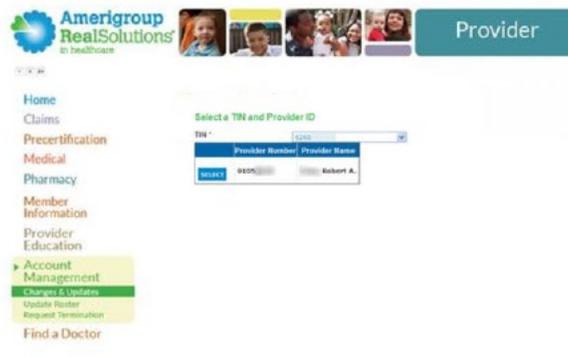
Select All

Your confirmation number for this request is 153. Please allow 15 days for processing.

Please retain the confirmation number in case you need to discuss the request with Amerigroup.

### Update the practice roster:

1. Select **Update Roster** from the submenu within the **Account Management** tab.
2. Select your TIN and your provider number. The **Upload Roster** page displays.



Amerigroup RealSolutions at healthcare

Provider

Home

Claims

Precertification

Medical

Pharmacy

Member Information

Provider Education

Account Management

Update Roster

Request Termination

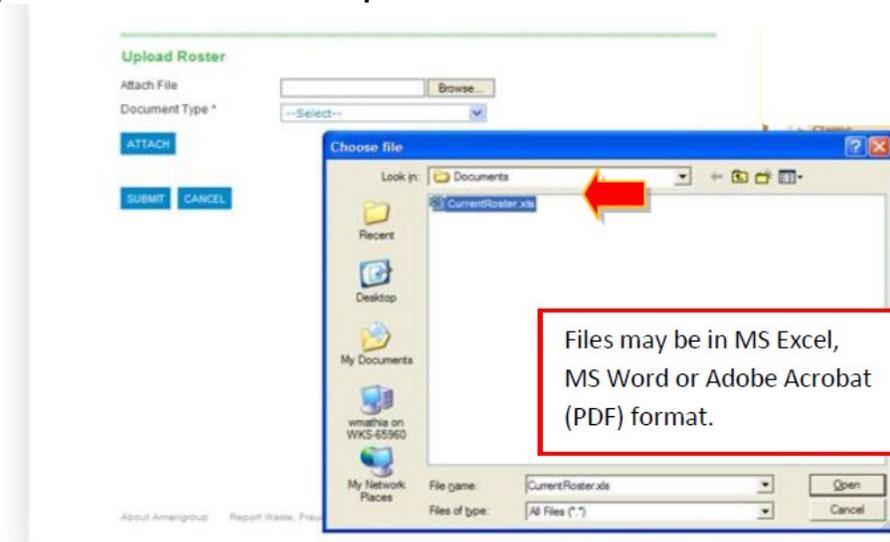
Find a Doctor

Select a TIN and Provider ID

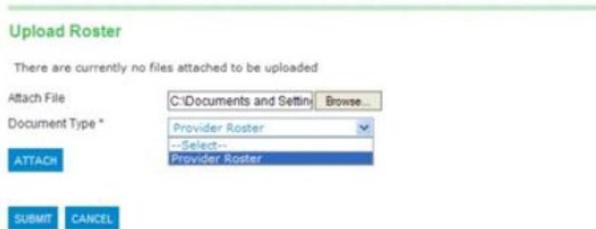
TIN\*

Provider Number	Provider Name
000000	Robert A.

3. Select the **Browse** button. A **Choose File** dialog box displays. Locate the file containing your current roster. Select **Open**.



4. Select **Provider Roster** from the **Document Type** dropdown menu and select **Attach**.



5. If you have additional supporting documentation, repeat steps 3 and 4 until you have attached all appropriate files. When you are done, select **Submit**. A verification notice displays.



6. Please allow 15 days for your request to be processed.

Your request has been submitted, please allow 15 days for processing.

#### Upload Roster

Attach File

Document Type \*

### 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 **800-454-3730**.