



Provider update

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) Provider Manual — Updating provider demographic data

Chapter 3 will be updated by adding the following information:

Submitting provider demographic data requests and roster submissions through roster automation

Use the Provider Data Management (PDM) application on Availity* Essentials to verify and initiate care provider demographic change requests for all professional and facility care providers. Going forward, the PDM application is now the preferred intake tool for care providers to submit demographic change requests, including submitting roster uploads. If preferred, providers may continue to utilize the Provider Enrollment application in Availity Essentials to submit requests to add new practitioners under existing groups for available provider types.

Within the PDM application, providers have the choice and flexibility to request data updates via the standard PDM experience or by submitting a spreadsheet via a roster upload.

Roster Automation is our new technology solution designed to streamline and automate provider data additions, changes, and terminations that are submitted using a standardized Microsoft Excel document. Any provider, whether an individual provider/practitioner, group, or facility, can use Roster Automation today.**

The resources for this process are listed below and available on our website. Visit <https://provider.amerigroup.com/TX>, then under For Providers, select Resources, then Forms and Guides. Under Provider Demographics and Credentialing, select Roster Automation Rules of Engagement and Roster Automation Standard Template appear under the Digital Tools category.

- **Roster Automation Rules of Engagement:** Is a reference document, available to ensure error-free submissions, driving accurate and more timely updates through automation.
- **Roster Automation Standard Template:** Use this template to submit your information. More detailed instructions on formatting and submission requirements can also be found on the first tab of the Roster Automation Standard Template (*User Reference Guide*).
- Upload your completed roster via the Availity PDM application.

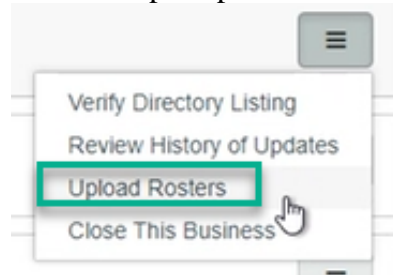
Accessing PDM Application:

* Availity, LLC is an independent company providing administrative support services on behalf of the health plan.

*** Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

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

Log onto [availity.com](https://www.availity.com) and select **My Providers > Provider Data Management** to begin the attestation process. If submitting a roster, find the TIN/business name for which you want to verify and update information. Before you select the TIN/business name, select the three-bar menu option on the right side of the window, and select **Upload Rosters** (see screen shot) and follow the prompts.



Availity Administrators will automatically be granted access to PDM. Additional staff may be given access to **Provider Data Management** by an administrator. To find your administrator, go to **My Account Dashboard > My Account > Organization(s) > Administrator Information**.

**** Exclusions:**

- Behavioral Health providers contracted with Carelon Behavioral Health, Inc. will continue to follow the process for demographic requests and/or roster submissions as outlined by Carelon Behavioral Health.***
- Any specific state mandates or requirements for provider demographic updates.

** If any roster data updates require credentialing, your submission will be routed appropriately for further action.

Chapter 3 *Update enrollment and demographic information with TMHP* – is revised as follows:

Texas Medicaid & Healthcare Partnership (TMHP) is the provider enrollment administrator for HHSC and serves as the authoritative source for HHSC providers' enrollment and demographic information. Once you update your enrollment and demographic information with TMHP, your data will be reconciled with the demographic information on file with the managed care organizations (MCOs).

You can also contact TMHP directly at **800-925-9126** for assistance.