

Quick Reference Guide

for nursing facility providers

Important contact numbers

Amerigroup Provider Services

- Enrollment/eligibility inquiries
- Claims status inquiries
- Prior authorization requests

STAR+PLUS: **800-454-3730**

Amerigroup Amerivantage (Medicare Advantage):
866-805-4589

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan):
855-878-1785

Amerigroup Member Services

STAR+PLUS: **800-600-4441 (TTY 711)**

Amerigroup Amerivantage: **866-805-4589 (TTY 711)**

Amerigroup STAR+PLUS MMP: **855-878-1784 (TTY 711)**

Availity*

Contact Availity* Client Services with any questions at
800-AVAILITY (282-4548)

Texas Medicaid & Healthcare Partnership (TMHP)

Provider Services: **800-925-9126**

TexMedConnect EDI Help Desk: **888-863-3638**

Claims Help Desk: **800-626-4117, option 1**

Aperture* (credentialing verification organization)

855-743-6161, option 3

HHSC Nursing Facility Claims Hotline

512-438-2200, option 1

Helpful websites and links to other resources

STAR+PLUS provider website

<https://provider.amerigroup.com/texas-provider/resources/star-plus>

Provider manual

<https://provider.amerigroup.com/texas-provider/resources/manuals-and-guides>

Nursing facility service coordinator assignments and Provider Experience consultants

<https://provider.amerigroup.com/texas-provider/resources/star-plus>

HHSC nursing facility news and alerts

<https://hhs.texas.gov/doing-business-hhs/provider-portals/long-term-care-providers/nursing-facilities-nf>

Availity

<https://availity.com>

TMHP

<http://tmhp.com>

Texas Health and Human Services Bill Code Crosswalks

<https://hhs.texas.gov/doing-business-hhs/provider-portals/resources/long-term-care-bill-code-crosswalks>



Claims information

Electronic claims submission

Claims can be submitted through the following methods:

- Availity website
- An approved clearinghouse or billing company with connectivity to the Availity EDI Gateway. The Availity electronic claims payer ID is 26375.

Claims for IPA-managed members must be billed directly to the IPA.

Timely filing limits

- The timely filing limit for STAR+PLUS nursing facility unit rate claims is 365 days from the last date of service represented on the claim.
- MMP Part A claims must be filed within 365 days from the date of service.
- Amerivantage Part A claims must be filed within 95 days from the date of service.
- Medicare coinsurance claims must be billed within 365 days from the date of service.
- All other STAR+PLUS add-on services, including respite care, must be filed within 95 days from the date of service.
- Corrected and cancelled claims must be submitted within 120 days from the date on the *Explanation of Payment (EOP)*.

Payment disputes

Providers can submit requests for review and/or reconsideration of claims denials, overpayments, and underpayments through the Availity Portal. Training is available through the **Help** option in Availity or through an Provider Experience consultant from Amerigroup.

Corrected and cancelled claims

Providers can submit corrected and cancelled claims through their billing software or through the Availity Portal. Corrected and cancelled claims must be submitted with the appropriate type of bill code and must reference the original claim number.

Nursing facility reports

Providers can access a variety of reports through Availity such as post-billing audits, pre-billing and post-billing batch reports, and Medicaid Eligibility and Service Authorization Verification inquiries.

Prior authorization

Notifications for new admissions, discharges, readmissions, etc.

Providers can submit notifications through the Amerigroup website at <https://provider.amerigroup.com/texas-provider/resources/nursing-facility-notifications>.

Skilled nursing facility services

Providers can fax post-acute skilled nursing requests to the following numbers:

- Amerigroup Amerivantage: **855-443-7823**
- Amerigroup STAR+PLUS MMP: **844-206-3449**

Part B therapy services

Authorizations for Part B services should be requested through AIM Specialty Health®* through one of the following methods:

- Online through providerportal.com
- By phone at **800-714-0400**

Nonemergency ambulance

Amerigroup is responsible for authorizing non-emergency ambulance transportation for a STAR+PLUS member whose medical condition is such that the use of an ambulance is the only appropriate means of transportation.

Request forms can be found on the Amerigroup website at <https://provider.amerigroup.com/texas-provider/resources/star-plus>.

Durable medical equipment

Request forms for approval of durable medical equipment can be located on the Amerigroup website at <https://provider.amerigroup.com/texas-provider/resources/star-plus>.

Request forms should be faxed to the following:

- STAR+PLUS: **844-206-3445**
- Amerigroup STAR+PLUS MMP: **866-959-1537**

Electronic funds transfer (EFT) and electronic remittance advice (ERA)

EFT

For claims payments:

- New enrollments and changes to existing enrollments must be made through EnrollSafe at <https://enrollsafe.payeehub.org>.

For Quality Incentive Payment Program payments:

- New enrollments and changes to existing enrollments can be made through your facility's designated Provider Experience consultant. EFT forms can be emailed to TXQIPP@amerigroup.com.

ERA

New enrollments and changes can be made through the Availity Portal at <https://availity.com>.

Joining the Amerigroup network

If you are interested in contracting with Amerigroup for any of the programs available to nursing facility providers, please contact our Provider Experience team:

- New providers can email the Nursing Facility Provider Relations mailbox at nf-providerrelations@amerigroup.com.
- Existing providers can contact their facility's designated Provider Experience consultant. Contact names can be found on the Amerigroup website at <https://provider.amerigroup.com/texas-provider/resources/star-plus> under Nursing Facility Resources > Contact.

Providers will need to submit the following to initiate the credentialing and contracting process:

- A current *W-9*
- *Request for Credentialing/Letter of Interest Form*¹
- *Nursing Facility Demographic Information Form*¹
- *Skilled Nursing Facility Participation Criteria Form*² (for Amerigroup Amerivantage)

1 These forms can be found on the Amerigroup provider website or can be obtained through your Provider Experience consultant.

Provider trainings

The Amerigroup Nursing Facility Provider Experience team hosts monthly webinars. The schedule and registration details can be found on the Amerigroup website at <https://provider.amerigroup.com/texas-provider/resources/star-plus> under Nursing Facility Resources > Nursing Facility Training.

Provider Experience consultants can also provide topic-specific trainings when requested.

Incentive programs

To enroll in the Amerigroup Nursing Facility Quality Incentive Program (NFQIP), you can either contact your Provider Experience consultant or send an email to nf-providerrelations@amerigroup.com.

If you are a provider enrolled in the HHSC Quality Incentive Payment Program (QIPP), you can send general inquiries to TXQIPP@amerigroup.com. Payment scorecards can be found on the QIPP website at <https://pfd.hhs.texas.gov/long-term-services-supports/quality-incentive-payment-program-qipp>. If you have a question about a scorecard, you may email inquiries to QIPP@hhsc.state.tx.us.

Independent physician associations (IPAs)

Amerigroup has provider collaboration agreements with IPAs to make utilization management decisions and process claims for certain high-risk Medicare members. These members can be identified by their Amerigroup ID cards. Providers must also be contracted with the IPAs to see this group of Amerigroup members.

Contact numbers for the IPAs:

- Prospect: **800-708-3230**
- IntegraNet — Gulf Coast: **281-591-5289**
- Van Lang: **626-656-2370**
- Gonzaba: **210-201-0489**
- WellMed Medical Group: **512-353-6020**

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup. Aperture is an independent company providing credentialing verification services on behalf of Amerigroup. AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup.

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

Coverage provided by Amerigroup Inc.