

## Resources supporting our providers during COVID-19

Supporting providers and those who deliver care to our members is our top concern during the COVID-19 health emergency. Navigating the rapidly changing information is especially important to us so you can focus on what's important – patient care.

Our provider website will host the most accurate information from Amerigroup.

Visit the COVID-19 section of the provider site: <https://providers.amerigroup.com/TX>.

Information here includes:

1. Frequently asked questions about changes to Amerigroup policies or benefit coverage during COVID-19. **These FAQ are updated regularly; please continue to check back each week.** Topics include:
  - a. Testing and treatment coverage updates.
  - b. Telehealth/telephonic care guidance for medical and behavioral health.
  - c. Coding, billing and claims.
2. Federal resources available for health care providers and employers in the federal *CARES Act*.
3. Other resources as provided by Texas Health and Human Services.

### Amerigroup Amerivantage (Medicare Advantage) plan information

In addition to resources posted to the provider site, our coronavirus website for members enrolled in Amerivantage plans at: <https://www.amerigroup.com/amerigroup/coronavirus-medicare.html> also includes information directed at members about benefit changes and coverage, telehealth options through [LiveHealth Online](#),\* and testing and treatment.

COVID-19 information is also available on the Medicaid/CHIP and MMP member websites. At [www.amerigroup.com](http://www.amerigroup.com), there are links to both Medicare and Medicaid information.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services:

- Medicaid: **1-800-454-3730**
- Medicare: **1-866-805-4589**
- Medicare-Medicaid Plan: **1-855-878-1785**

\* LiveHealth Online is the trade name of Health Management Corporation, an independent company, providing telehealth services on behalf of Amerigroup.

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

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.