



Amerigroup Community Care Quick Reference Card

Medicare Advantage
Provider Services

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





Amerigroup is proud to offer Medicare plans in over 80 counties throughout Texas. As a provider, when you join Amerigroup, you get the strength of a national company that focuses on a personal approach to service and caring.

Amerigroup offers the following Medicare products:

- Amerivantage Classic Plus — Medicare beneficiaries only. No premium, predictable copays, or coinsurance apply.
- Amerivantage D-SNP Plus — This is the Medicare and Medicaid program (Note, this is not the STAR+PLUS Medicare-Medicaid (MMP) Dual Demonstration Plan). No premium, copays, or coinsurance.
- Amerivantage C-SNP — Medicare beneficiaries who have certain chronic medical diseases. Premium, deductibles, co-pays, or co-insurance may apply.
- Amerivantage I-SNP — Medicare beneficiaries who are expecting to reside in a long-term care facility (skilled nursing facility, intermediate care facility, or inpatient care facility) for 90 days or longer.
- Preferred Provider Organization (PPO) — Offers access to in-network and out-of-network providers with a blend of co-pays and co-insurance.

Provider services

Website

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

Visit our website for:

- The provider manual.
- Eligibility verification.
- Claim status.
- Referral authorization status.
- Precertification/notification requirements.

Please review the tutorials section for the provider orientation trainings.

For more precertification and/or notification requirements for Amerigroup services, select the **Precertification Lookup Tool** and **Interactive Care Reviewer (ICR)**.

Provider Services Service Unit: 866-805-4589

Call our toll-free, automated Dedicated Services Unit line, Monday through Friday from 8 a.m. to 5 p.m. CT, for member eligibility, claim status, 24-hour Nurse HelpLine, pharmacy services, precertification, case management, health education materials, outreach, and more. For claims questions, listen for the prompt and say *claims* to get the status of the five most recent claims or to speak to a representative about a payment appeal form or *Explanation of Payment (EOP)*.

Marketing and sales

If you are interested in growing your Medicare Advantage, Medicare Supplement and Part D Plan (PDP) membership, send an email to: medicaresalestx@amerigroup.com. **Include individual provider or group name with TIN and contact information.**

Claims

Timely filing for claims is within 95 calendar days from the date of service.

Amerigroup Electronic Data Interchange (EDI)

Phone: 800-590-5745

For faster and more accurate claims adjudication, file electronic claims through EDI using the following clearinghouse:

| Clearinghouse | Payer # | Phone number |
|---------------|---------|--------------|
| Availity* | 26375 | 877-334-8446 |

Availity

<https://www.availity.com>

Paper claims

Mail to:

Amerigroup Community Care
P.O. Box 61010
Virginia Beach, VA 23466-1010

Claims payment disputes and appeals

Medical appeals may be initiated by the member or by the provider on behalf of the member with the member's written consent specific to the services being appealed. Appeals must be submitted within 120 business days from receipt of an adverse determination. Medical appeals can be submitted in writing to the address below.

Providers may submit a claim payment dispute through:

■ **Availity Portal:** <https://www.availity.com>

■ **Mail:**

Provider Payment Disputes
P.O. Box 61599
Virginia Beach, VA 23466-1599

Everyday Extras

Please contact your Provider Experience manager for any questions regarding Everyday Extras benefits:

- Healthy food deliveries
- Transportation
- Personal home helper
- Assistive devices
- Day center visits
- Alternative medicine
- Healthy nutrition
- Active lifestyle and wellness device
- Service dog support
- Pest control



Other important contact information

Our service partners

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|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Precertification Precertification and notification submitted through the following methods: | Phone Contact Dedicated Service Unit for eligibility, 24-hour Nurse HelpLine and pharmacy services. 866-805-4589 |
| | Fax (as noted below by specialty): |
| | Home health, DME, therapies, and discharge planning 888-235-8468 |
| | Concurrent review clinical documentation 888-700-2197 |
| | Behavioral health — inpatient 800-505-1193 |
| | Behavioral health — outpatient 844-430-1703 |
| | Initial admission notifications and all other services 800-964-3627 |
| | CareMore CareMore* is responsible for precertifications, which can be obtained by providers through the below phone and fax. The provided numbers are applicable for the Amerivantage Care to You (HMO-ISNP) in both Tarrant and Harris counties and for Amerivantage Diabetes (HMO C-SNP) in Tarrant county only. Programs available are Amerivantage Care To You (HMO I-SNP) and Amerivantage Diabetes (HMO C-SNP). Note: CareMore does not take member calls. |
| | Phone 844-545-0223 |
| | Fax 562-207-1701 |
| To obtain language interpreter services | AT&T Relay Service (toll-free language line): |
| | English 800-855-2880 |
| | Spanish 800-855-2884 |
| Dental services | 888-700-0992 |
| Laboratory services | For a complete listing of participating vendors, visit https://provider.amerigroup.com/TX . |
| 24-hour Nurse HelpLine | I-SNP and C-SNP 800-589-3148 |
| | Other Amerivantage products 866-805-4589 |
| | I-SNP and Diabetes C-SNP associated with CareMore 800-589-3148 |
| | C-SNP associated with IntergaNet (INET) and Van Lang 855-658-9249 |
| Superior Vision* services | Providers 866-819-4298 |
| | Members 800-428-8789 |
| Pharmacy services | 866-630-3820 |
| Risk IPA contracting options | Wellmed 866-322-7276 |
| | Prospect 800-708-3230 |
| | Van Lang IPA 626-656-2370 |
| | IntegraNet (INET) 832-320-3996 |
| | Gonzaba 210-201-0489 |
| | Great States Health 806-853-8331 |
| Transportation services for members | 844-923-0733 |

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care. CareMore is an independent company providing precertification services on behalf of Amerigroup Community Care. Superior Vision, offered by Versant Health, is an independent company providing routine and medical optometry services on behalf of Amerigroup Community Care.

Coverage provided by Amerigroup Inc.

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