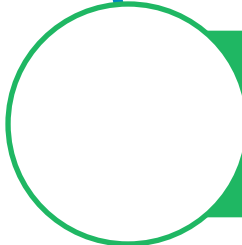


Introduction to Amerigroup

About Amerigroup



There are **3.5 million** Amerigroup members in **11** states, including Maryland and the District of Columbia.

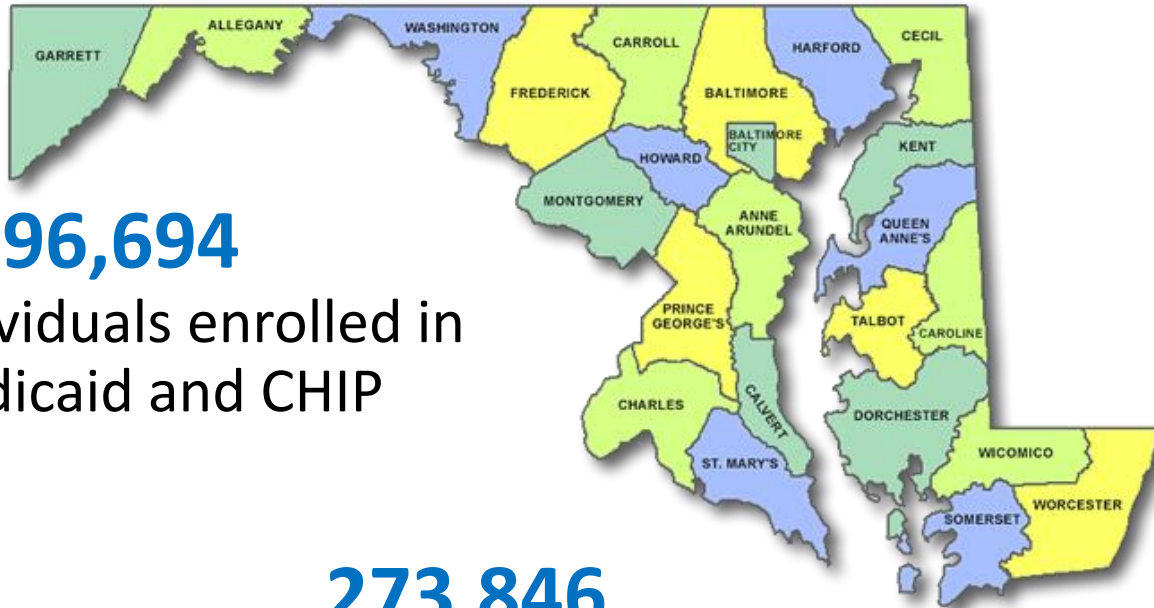


We serve **5.5 million** beneficiaries of state-sponsored health plans in **19** states.



Amerigroup covers **one out of every 20** Medicaid recipients in the United States and **one out of every seven** Medicaid recipients in our markets.

Coverage area



1,296,694

Individuals enrolled in
Medicaid and CHIP

273,846

Members covered
under Amerigroup

Provider Resources

Provider Solutions Staff

Our Provider Solutions staff serves the following functions:

- Perform outreach to providers
- Offer provider education and training
- Engage providers in quality initiatives
- Deliver provider customer service
- Build and maintain the provider network



If you have questions, contact your local
Provider Solutions representative.

Provider communications and education

- Quarterly provider newsletter
- Fax blasts about program and process changes
- Ongoing educational opportunities:
 - ICD codes
 - Cultural competency
 - *HIPAA*
 - Quality

Provider manual

Key provider support resource for the following:

- Precertification requirements
- Covered services overview
- Member eligibility verification requirements
- Member benefits
- Access and availability standards
- Grievance and appeal process

Questions?

Key contact information

Provider Services:	1-800-454-3730	Member Services:	1-800-600-4441
Website:	https://providers.amerigroup.com/MD		
Prior authorization (PA):	Phone: 1-800-454-3730 Fax: 1-800-964-3627	Pharmacy PA:	Phone: 1-800-454-3730 Fax (retail): 1-844-487-9292 Medical injectables: 1-844-487-9294
Paper claims submission:	Claims Amerigroup Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010		
Electronic claim submission payer IDs:	Change Healthcare (formerly Emdeon): 27514 Change Healthcare (formerly Capario): 28804 Availity: 26375 Smart Data Solutions: 81237		