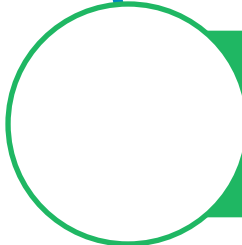


# Introduction to Amerigroup

# About Amerigroup



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

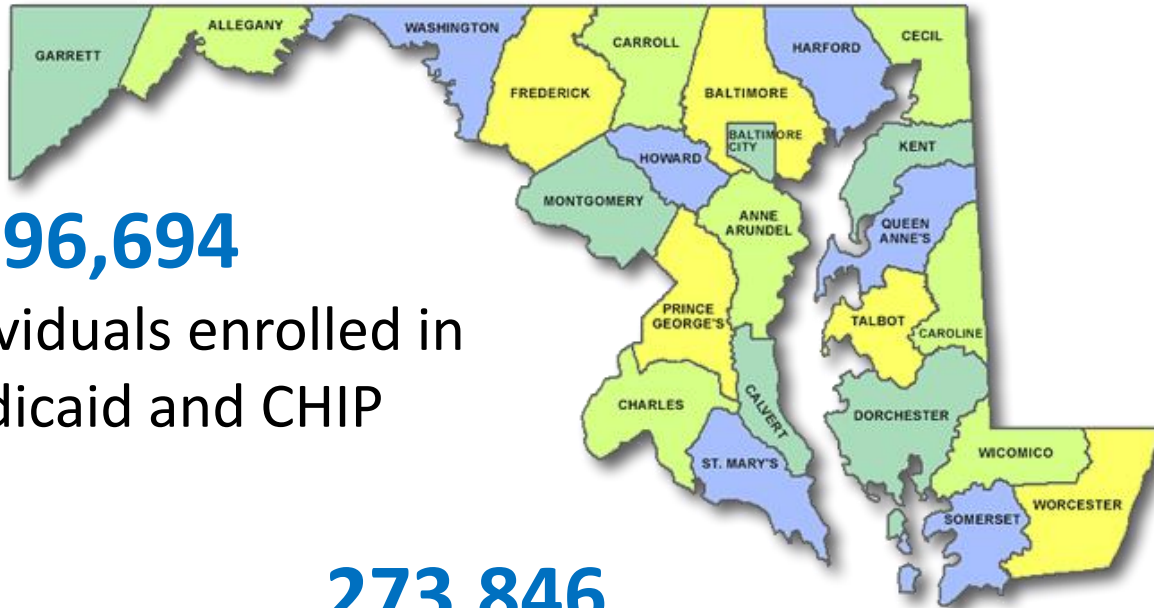


We serve **5.5 million** beneficiaries of state-sponsored health plans in **19** states.



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

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