Provider updates to account information

Providers can access their account information to make changes or updates by logging into the Amerigroup* provider self-service website or via the Availity web portal.

The tools for provider updates allow you to:

- Change and update
  - Basic information
  - Registration information
  - Practice information
  - Product information
  - Tax and payment information
- Request termination from Amerigroup*
- Update the practice roster

We will examine each of these tools below.

Access from the Amerigroup provider self-service website

To access your account Information from providers.amerigroup.com, click Login and enter your Availity ID and password

*In Louisiana, Amerigroup Louisiana, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.
WEB-PEC-0329-14
Select the **Account Management** tab from the left-hand navigation of the Amerigroup provider self-service website then select:

- **Changes and Updates** to update provider or practice information.
- **Request Termination** to request termination from the Amerigroup network.
- **Update Roster** to update your practice roster.

**From the Availity website**

To access your Account Information from www.Availity.com:

Click on Log in and enter your Availity ID and password.

Select your state from the dropdown list in the top tool bar.
Select **Amerigroup Provider Self-Service** from the My Payer Portals in the left-hand navigation of either the Account Administrator or normal user screen.

Select the **Account Management** tab from the left-hand navigation of the Amerigroup provider self-service website and then select:

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**Changes and updates**

1. Select the **Changes & Updates** submenu within the **Account Management** menu.

2. Select your TIN and provider number.
3. Click the tabs at the top of the screen to select the information you need to update.
Update basic information

1. Click Basic Info

2. Change the information using the following methods:
   - **For text fields**, click in the field, delete the text and type the new information.
   - **For dropdown menus** (e.g., Gender), click the arrow and make your selection.
   - **For items in blue text** (e.g., Add Hospital/City), click the word or phrase. A window will open and you can update the appropriate information.

3. Click **Save** when finished.
Update registration information

You may add or update the registration information for your state license, NPI, taxonomy code, Drug Enforcement Administration number and Medicaid and Medicare numbers.

1. Click Registration Info from the Account Management menu.
2. Click **ADD REGISTRATION TYPE** to add another registration type.
3. Click the individual registration row in the grid to update the information.
4. Click **SAVE**.
Update practice information

Use this to add or update practice locations, the remittance address and office hours.

1. Click **Practice Info**.

   - To add a new address, click **ADD ADDRESS**. When finished updating the information, click **Save**.
   - To update address information, click on the address to open the window. When finished updating the information, click **Save**.
   - To remove an address, select the check box of the address you’d like to remove and click **REMOVE** and click save.
   - To update the practice address type, click the appropriate check box in the **Practice Type** columns and click save.
Update product information

To update information about patients you accept:

1. Click **Product Info**.
2. Click the product row you want to update.
3. Use the **All Ages** dropdown menu to change the age range of patients accepted by the practice.
4. Click the check box to indicate whether you are accepting new patients.
5. Click **SAVE**.
Update tax and payment information

If the fields for this function are grayed out, you cannot update your tax information using the Provider website. Contact your Provider Relations representative or call our Provider Services team at 1-800-454-3730 for Medicaid providers or 1-866-805-4589 for Medicare providers.

1. Click Tax/Payment Info.
2. Click the tax ID row you want to update.

3. Click the fields you want to update and delete all old information. Remember, if the fields are grayed out, you cannot update your tax information on the provider website.
4. Type the new information.
Request termination from Amerigroup

1. Select Request Termination from the submenu within the Account Management tab.
2. Select your TIN and your provider number.
3. Make the appropriate selection from the Term Reason dropdown menu.
4. Click the calendar icon to display the calendar and select the desired termination date.

5. Select the plan(s) for which you are submitting the termination request.
6. Click the check box to acknowledge the termination request disclaimer and click SUBMIT. A grayed version of the page displays.

7. Click CONFIRM. A file upload dialog box displays.

8. If you have documents you would like to upload with this request, select YES. A Documents Upload dialog displays.
9. Click the **Browse** button. A Choose **File** dialog box displays. Locate the appropriate file and click **Open**. The file path displays in the **Attach File** field.

![Selecting a file](image)

Files may be in MS Excel, MS Word or Adobe Acrobat (PDF) format.

10. Select **Provider Update** for the **Document Type** dropdown menu and then click **ATTACH**.

11. If you have additional supporting documentation, repeat steps 9 and 10 until you have attached all appropriate files. When you are done, click **CONFIRM**. A verification notice displays.
12. Please allow 15 days for your request to be processed.

Please retain the confirmation number in case you need to discuss the request with Amerigroup.
Update the practice roster

1. Select Update Roster from the submenu within the Account Management tab.

2. Select your TIN and your provider number. The Upload Roster page displays.

3. Click the Browse button. A Choose File dialog box displays. Locate the file containing your current roster and click Open.

4. Select Provider Roster from the Document Type dropdown menu and click ATTACH.

5. If you have additional supporting documentation, repeat steps 3 and 4 until you have attached all appropriate files. When you are done click SUBMIT. A verification notice displays.

Files may be in MS Excel, MS Word or Adobe Acrobat (PDF) format.
6. Please allow 15 days for your request to be processed.