

Resolving Your Claim Issues

Summary of change: Amerigroup Kansas, Inc. values the quality care you provide to our members and wants to make sure you receive accurate and timely payment for your services. Please use the processes described below to help us resolve your claim concerns quickly and to your satisfaction.

Internal Resolutions versus Claim Disputes

- **The Electronic Data Interchange (EDI)** at 1-800-590-5745 is used when your claim was submitted electronically but was never paid or was rejected. We're available to assist you with setup questions and help resolve submission issues or electronic claim rejections.

- **The Internal Resolution Process** is used when you believe we made an error processing your claim. Call our Provider Services Unit (PSU) at 1-800-454-3730 when you believe:
 - A claim was not priced in accordance with your contract
 - A claim was denied for authorization even though you obtained one
 - A paper claim was not processed in a timely manner
 - Medical records were submitted but were not acted on
 - An appeal was submitted but wasn't addressed

- **The Claim Dispute Process** is used when we correctly processed your claim, but you disagree with the outcome. You should submit a claim dispute when:
 - You disagree with a medical necessity decision made post service
 - A claim was denied with a code editing, benefit, experimental or investigational denial
 - You don't agree with the outcome of a previous dispute

Claim Dispute Resolution Resources

For questions about an existing claim dispute or for more information about how to best resolve a disagreement about a claim, please call our Provider Services Unit. For the complete Amerigroup Claim Dispute Process, please see our provider manual under Provider Resources and Documents > Manuals and QRCs.