

Precertification Status and Appeals

Use the Amerigroup Provider self-service website to check the status of a precertification request, submit a request for Amerigroup to change a decision we made on a precertification request that resulted in a denial or partial denial, and review the status of the appeal request.

Things to remember

1. A red asterisk (*) indicates a required field.
2. If an entry is incorrect, you will see an error message with instructions.
3. If you cannot correct an error or need assistance, please call Amerigroup Provider Services at 1-800-454-3730.
4. You must be logged in to providers.amerigroup.com or www.Availity.com to follow the steps in this guide.

Check Precertification Status

Providers can access the precertification tool by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

From the Amerigroup provider self-service website

If you are navigating to the precertification tool from providers.amerigroup.com:

- Click on Login and enter your Availity ID and password.
- Select precertification on the left-hand navigation

From the Availity website

If you are navigating to the precertification tool from www.Availity.com:

- Click Log in and enter your Availity ID and password
- Select your state from the drop-down 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 Precertification tab from the left hand navigation of the Amerigroup provider self-service website

From the Precertification tab, select Check the status of a precertification and/or file an appeal.

1. Click the ID Type drop-down menu and select the specific ID type or All ID Types.
2. Key the ID number type that corresponds with the ID type selected.
3. Enter the date of service for which the authorization was submitted in the Select a date field.
4. Select the appropriate Service Type radio button.
5. Click the Check Status button.
6. The authorizations that meet the search criteria entered will display.
7. Click the Ref ID link next to the appropriate status you want to review. Details about the authorization decision will display.
 - If the authorization was denied, click the Appeal Auth button to appeal the denial. Refer to Submit an Authorization Appeal.
 - Click Return to Results to return to the main search results.
 - If no authorizations are found, try your search again to be sure the information was entered correctly or try using different information.
 - If you continue to have issues, please call Amerigroup Provider Services at 1-800-454-3730.

Submit an Authorization Appeal

From the Precertification tab, select Check the status of a precertification and/or file an appeal.

1. If the authorization was denied, click the Appeal Auth button to appeal the denial.
2. The Authorization Appeals screen will open, and the authorization request details submitted by the provider will automatically populate in the Authorization Appeal section.
3. Type the reason for the appeal in the Summary of Appeal dialog box.
4. Enter the contact information in the Authorization Appeal Contact Information section.
5. Click the Browse button and locate any files you wish to submit that support your request for authorization appeal. The file path will display in the field. You can attach up to 5 files for a total file size of 25MB Acceptable file formats are Microsoft Word and Excel files, PDFs and TIFFs.
6. Repeat these steps until all necessary supporting files are attached to the request.
7. Review and edit the information you entered for the appeal request.
8. Click the Submit Appeal button when you're ready to submit your appeal request. You will receive a confirmation when your appeal is successfully submitted.
9. Keep a copy of the confirmation number. You will need this number if you have to follow up on your request.

Review Authorization Appeal Status

From the Precertification tab, select Check the status of an appeal.

1. Click the Provider ID drop-down menu and select the appropriate provider ID.
2. Enter the appeals submission date range in the Start Date and End Date fields. Use date format mm/dd/yyyy.
3. Click the ID Type drop-down menu and select the specific ID type or All ID Types.
4. Enter the ID number type that corresponds with the ID type selected in the Member ID field.
5. Click Search.
6. Review the search results to verify the status of your appeal request.
 - If no appeals are found, click the Revise Search button to try again.
 - If you still don't find a record of your appeal, call our Provider Services team at 1-800-454-3730.