

Spend-down information

- Amerigroup Kansas, Inc. receives a spend-down balance file for members with unmet spend-down balances. This file is used to determine the copay responsibility amount to be applied to each member's unmet spend-down balance.
- Spend-down pharmacy claims data is sent to the state every two hours. This data is applied to the member's spend-down balance by the state. Therefore, a pharmacy's attempt to submit and reverse a claim with the intent to immediately update a member's spend-down balance will not work.
- Members who disagree with having a copay responsibility should be advised that their copay responsibility is based on the most recent/current spend-down balance information we receive from the state. If the member does not agree with the copay responsibility, the pharmacy should contact Express Scripts Provider Technical Help Desk at 1-844-367-6114 to trigger the investigative process.
- Members requiring additional assistance should contact Amerigroup Member Services at 1-800-600-4441.