

Waitlists for behavioral health providers

Background: Amerigroup Community Care will periodically contact our network of behavioral health providers to assess your availability. We are reaching out to ensure that our members have access to care within appointment availability standards and that they are not placed on a waitlist. If you are not able to provide care within the appointment availability standards (outlined below), please direct members to call Member Services at 1-800-600-4441.

Requirements for behavioral health providers

To ensure members receive care in a timely manner, behavioral health providers must maintain appointment availability standards. The appointment availability standards for nonmedical outpatient services are within 10 business days for standard requests and 48 hours for urgent requests.

What should I do when I have reached my capacity to provide timely care?

If you are at capacity and not able to provide services to a member, please direct the member to contact Member Services at 1-800-600-4441.

What if I need assistance?

If you have questions about this communication, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.