

Utilization and Case/Care Management Contacts

	Medicaid OR Medicaid and Medicare (with Amerigroup Community Care)	Amerigroup Amerivantage (Medicare Advantage)	Long-term services and supports (LTSS)
Member Services	Phone (P): 1-800-600-4441	P: 1-866-805-4589	P: 1-866-840-4991
Provider Services	P: 1-800-454-3730	P: 1-866-805-4589	P: 1-866-840-4991 Fax (F): 1-888-762-3203 ltcprovreq@amerigroup.com
AIM Specialty Health®*	P: 1-800-714-0040	P: 1-800-714-0040	P: 1-800-714-0040
24-hour Nurse Helpline	P: 1-866-864-2544	P: 1-866-805-4589	P: 1-866-864-2544
Claims submission	Amerigroup Community Care Claims P.O. Box 61010 Virginia Beach, VA 23466-1010 Electronic Data Interchange (EDI): P: 1-800-590-5745	Amerigroup Community Care Claims P.O. Box 61010 Virginia Beach, VA 23466-1010 EDI: P: 1-800-590-5745	Amerigroup Community Care Claims P.O. Box 61010 Virginia Beach, VA 23466-1010 EDI: P: 1-800-590-5745
Medical appeals	TennCare Solutions P.O. Box 593 Nashville, TN 37202-0593 P: 1-800-878-3192 F: 1-888-345-5575	Amerigroup Community Care Medicare Complaints, Appeals and Grievances P.O. Box 61116 Virginia Beach, VA 23466-1116 F: 1-888-775-3065	TennCare Solutions P.O. Box 593 Nashville, TN 37202-0593 P: 1-800-878-3192 F: 1-888-345-5575
Provider payment disputes	Amerigroup Community Care Provider Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Amerigroup Community Care Provider Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599	Amerigroup Community Care Provider Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599
Population health (case and disease management)	P: 1-800-600-4441	N/A	P: 1-800-600-4441

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup Community Care. Tennessee Carriers is an independent company providing transportation services on behalf of Amerigroup Community Care. HealthStar is an independent company providing electronic visit verification (EVV) services on behalf of Amerigroup Community Care. OptumRx is an independent company providing pharmacy services on behalf of Amerigroup Community Care. EyeQuest is an independent company providing vision benefit management services on behalf of Amerigroup Community Care. DentaQuest is an independent company providing dental benefit management services on behalf of Amerigroup Community Care.

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Tennessee Carriers* (transportation)	P: 1-866-680-0633	P: 1-866-680-0633	P: 1-866-680-0633
HealthStar* Customer Service — EVV system (LTSS only)	N/A	N/A	P: 1-855-329-2116
Physical health <u>acute</u> inpatient authorization requests	https://providers.amerigroup.com/TN P: 1-800-454-3730 F: 1-877-423-9975 — Acute F: 1-877-279-2431 — NICU F: 1-866-495-5788 — OB	https://providers.amerigroup.com P: 1-800-262-2731 F: 1-877-423-9972 ohdischargeplanning@anthem.com	https://providers.amerigroup.com/TN P: 1-800-454-3730 F: 1-877-423-9975 — Acute F: 1-877-279-2431 — NICU F: 1-866-495-5788 — OB
Physical health <u>subacute</u> requests	https://providers.amerigroup.com/TN P: 1-800-454-3730 F: 1-866-920-6005	https://providers.amerigroup.com P: 1-800-262-2731 F: 1-877-423-9972 ohdischargeplanning@anthem.com	P: 1-866-840-4991 F: 1-888-762-3203 ltcprovreq@amerigroup.com
Physical health discharge planning assistance	E: TNUMPEC@anthem.com *or assigned Amerigroup Utilization Management clinician	E: ohdischargeplanning@anthem.com	For non-LTSS members: E: TNUMPEC@anthem.com *or assigned Amerigroup Utilization Management clinician For LTSS members: E: ltssum@amerigroup.com *or assigned Amerigroup care coordinator
Emergency department discharge assistance	P: 1-615-882-8212 E: HCMREF@amerigroup.com	N/A	For non-LTSS members: P: 1-615-882-8212 E: HCMREF@amerigroup.com For LTSS members: E: ltssum@amerigroup.com *or assigned Amerigroup care coordinator

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Physical health outpatient authorization requests	https://providers.amerigroup.com/TN P: 1-800-454-3730 F: 1-800-964-3627; 1-877-423-9958	https://providers.amerigroup.com P: 1-800-262-2731 F: 1-877-423-9972 ohdischargeplanning@anthem.com	For non-LTSS services: https://providers.amerigroup.com/TN P: 1-800-454-3730 F: 1-800-964-3627; 1-877-423-9958 For LTSS services: P: 1-866-840-4991 F: 1-888-762-3203 ltcprovreq@amerigroup.com
Behavioral health inpatient authorization requests	P: 1-800-454-3730 F: 1-877-454-7578	https://providers.amerigroup.com P: 1-800-505-1193 F: 1-877-434-7578	P: 1-800-454-3730 F: 1-877-454-7578
Behavioral health (BH) outpatient authorization requests	https://providers.amerigroup.com/TN P: 1-800-454-3730 ESH/SH/Subacute/RTC — F: 1-888-881-6287 IOP/PHP — F: 1-888-881-6305 CTT/CCFT — F: 1-888-881-6309; 1-866-920-6006 Other BH outpatient services — F: 1-866-920-6006	https://providers.amerigroup.com P: 1-800-505-1193 F: 1-800-505-1193	https://providers.amerigroup.com/TN P: 1-800-454-3730 ESH/SH/Subacute/RTC — F: 1-888-881-6287 IOP/PHP — F: 1-888-881-6305 CTT/CCFT — F: 1-888-881-6309; 1-866-920-6006 Other BH outpatient services — F: 1-866-920-6006
Peer-to-peer discussions	P: 1-615-232-2121	P: 1-800-262-2731 crp2p@anthem.com	N/A
Tennessee Health Link	P: 1-800-454-3730	N/A	P: 1-800-454-3730
Physical/behavioral health case management referrals	hcmref@anthem.com	hcmref@anthem.com	hcmref@anthem.com
Tennessee state mobile crisis	P: 1-855-274-7471	P: 1-855-274-7471	P: 1-855-274-7471

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Pharmacy	OptumRx®* pharmacy: P (Support Center): 1-866-434-5520 P (Clinical Call): 1-866-433-5524 F: 1-866-434-5523 Medical injectables: P: 1-800-454-3730	P: 1-866-805-4589 E-scripts Provider Services (24/7): P: 1-800-338-6180	OptumRx pharmacy: P (Support Center): 1-866-434-5520 P (Clinical Call): 1-866-433-5524 F: 1-866-434-5523 Medical injectables: P: 1-800-454-3730
Department of Children's Services safety admissions/rapid custody	During business hours: P: 1-800-600-4441 After business hours: P: 1-844-385-5244, ext. 106-124-1288	N/A	N/A
Home health missed visits	P: 1-615-316-2400, ext. 106-126-1288 F: 1-866-920-6003 E: tnhomehealthmissedshifts@anthem.com	N/A	P: 1-866-840-4991 F: 1-888-762-3203 ltcprovreq@amerigroup.com
Home health discharge planning assistance	P: 1-615-316-2400, ext. 106-126-1288 F: 1-866-920-6003 E: tnhomehealthmissedshifts@anthem.com	N/A	P: 1-866-840-4991 F: 1-888-762-3203 ltcprovreq@amerigroup.com
Vision services (EyeQuest*)	P: 1-800-526-9202 (Benefit for Amerigroup Amerivantage and Medicaid under 21; with limited benefits for members over age of 21 involving medical conditions and diseases of the eyes.)	P: 1-800-428-8789	N/A
Dental (DentaQuest*)	P: 1-855-418-1622 (Medicaid-only benefit for those under 21 years of age or Amerigroup Amerivantage for Medicare primary)	P: 1-855-418-1622	N/A