

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	Claims Amerigroup Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010 Electronic Data Interchange (EDI): P: 1-800-590-5745	Claims Amerigroup Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010 EDI: P: 1-800-590-5745	Claims Amerigroup Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010 <u>EDI:</u> 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	Medicare Complaints, Appeals and Grievances Amerigroup Community Care 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	Provider Dispute Unit Amerigroup Community Care P.O. Box 61599 Virginia Beach, VA 23466-1599	Provider Dispute Unit Amerigroup Community Care P.O. Box 61599 Virginia Beach, VA 23466-1599	Provider Dispute Unit Amerigroup Community Care 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

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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 acute inpatient authorization requests	https://providers.amerigroup.com/TN P: 1-800-454-3730 Acute — F: 1-877-423-9975 NICU— F: 1-877-279-2431 OB — F: 1-866-495-5788	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 Acute — F: 1-877-423-9975 NICU — F: 1-877-279-2431 OB — F: 1-866-495-5788
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 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

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Peer-to-peer discussions	P: 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
Physical health subacute 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
Pharmacy	Magellan Health Services: P: 1-866-434-5524 F: 1-866-434-5523 Medical injectables: P: 1-800-454-3730	P: 1-866-805-4589 E-Scripts Provider Services (24 hours a day, 7 days a week): P: 1-800-338-6180	Magellan Health Services: P: 1-866-434-5524 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: 1-844-385-5244, ext. 106-124-1288 F: 1-866-920-6003	N/A	P: 1-866-840-4991 F: 1-888-762-3203 ltcprovreq@amerigroup.com

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Vision services (EyeQuest)	P: 1-800-526-9202 (Medicaid-only benefit for those under 21 years of age or Amerigroup Amerivantage for Medicare primary)	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