

## For provider terminations, close panel and moving members or changes from a PCP to a specialist

In an effort to provide the best service to a practice and to our shared members, we recommend providers notify us<sup>5</sup> with a minimum of 45 days prior to the effective date of any provider termination.

## For a provider termination

### Documentation should include:

- Name of the provider terminating from the group and the NPI number
- Group tax ID number
- Termination effective date
- Reason for termination (e.g., quit group, retired, moved out of state, deceased, etc.)
- When applicable, the name of the transitional PCP within the same group that is now accepting members (must be a participating provider)

## For a provider type change (from a PCP to a specialist or a specialist to a PCP)

### Documentation should include:

- Name of the provider and the NPI number
- Tax ID number
- Effective date of change
- When applicable, the name of the transitional PCP within the same group that is now accepting members (must be a participating Amerigroup provider)

## For providers who are currently nonparticipating Amerigroup providers and:

- Are a nonparticipating provider joining a nonparticipating group (must go through website to join our network)
- Are a nonparticipating provider and a solo practitioner (must go through website to join our network)

## For a nonparticipating tax ID being added to a participating tax ID (the current tax ID will continue to exist)

### The following is required:

- Request on new group letterhead with effective date
- W-9 form
- *Standard Provider Contract Amendment*<sup>6</sup>
- *Disclosure for Provider Entity and Provider Person* forms must be registered at the Bureau of TennCare

If you need further assistance, please contact Provider Services at 1-800-454-3730. Our lines are open Monday through Friday from 8 a.m.-5 p.m.

## For a panel status/PCP close panel requiring member transition

### Documentation should include:

- Name of the provider and the NPI number
- Tax ID number
- Whether auto-assign should be off or on
- Whether new members should be yes or no
- Reason for closing the patient panel
- Effective date
- When applicable, the name of the transitional PCP within the same group that is now accepting members (must be a participating Amerigroup provider)

## For a nonparticipating provider/participating group<sup>7</sup>

### The following is required:

- Request on new group letterhead with effective date
- Indicate whether the provider is a PCP or specialist
- Council for Affordable Quality Healthcare number
- *Disclosure for Provider Entity and Provider Person* forms must be registered at the Bureau of TennCare
- TennCare ID number

## Reminders

- Letterheads and emails should always include the tax ID number, NPI number and effective date.
- If the request is for a tax ID change, the letter must include the handwritten signature (not printed) of an authorized representative.
- The provider effective date should be the latter of 60 days from the clean receipt of notice to Amerigroup.
- The Bureau of TennCare is now collecting *Disclosure of Ownership* information for new and existing providers, both provider persons and provider entities. Whether or not you are a new provider to TennCare or an existing Medicaid provider, you will need to register your information on the TennCare Provider Registration site at <https://tn.gov/tenncare/topic/provider-registration>.

1 Additional facility locations added to an existing NPI, require streamline application only.

2 If this is for a group, a Disclosure for Provider Persons will also be required. If this is for a facility, a new NPI must go through credentialing.

3 If reassigning members, please refer to termination process.

4 If this is for a group, the termination process will be followed.

5 Documentation is required to be on letterhead or company email, dated, and with the signature of an authorized representative in the provider's office who is responsible for the *Provider Agreement*.

6 Required to add the new tax ID to the current contract.

7 Credentialing status will be researched. If needed, the provider or credentialing manager will be contacted.

# Quick Guide: Provider Demographic and Termination Updates

## How to update a provider record



### Amerigroup Community Care requires specific documentation in order to update a provider's record.

#### One of the following is required:

- A request on provider group letterhead with the signature of the provider or an authorized representative
- An email from an authorized provider or representative

The *Disclosure for Provider Entity and Disclosure for Provider Person* forms must be registered at the Bureau of TennCare.

### For in-network/participating provider data updates or terminations, changes can be made via:

- Our provider self-service website. You must be a registered user to access the tool.
  - Log in to <http://providers.amerigroup.com/TN> with your Availity username and password. If you don't have a login, you can select the **Register Now** option and begin the Availity registration process.
  - You can log into Availity, select Payer Spaces, Resources, Provider Self Services and then select Account Management.
- Email to Tennessee Network Data Support at [tnnwksup@amerigroup.com](mailto:tnnwksup@amerigroup.com) or fax to 1-877-423-9973.

### For existing contracted providers, credentialing applications may be submitted:

- Through the website at <https://providers.amerigroup.com/TN>.
- Via email to Provider Credentialing at [tnprovcred@amerigroup.com](mailto:tnprovcred@amerigroup.com).
- By fax to 1-888-562-5089.

For in-network/participating providers associated with a delegated or facility-based roster contract, updates can be made via email to Tennessee Network Data Support at [tnnwksup@amerigroup.com](mailto:tnnwksup@amerigroup.com). These updates should always be submitted on a roster template spreadsheet.

<https://providers.amerigroup.com/TN>

## For an address change

### Documentation should include:

- Name of provider or group and NPI number
- Tax ID number
- Old location, telephone and fax
- New location, telephone and fax
- Indication if this is the primary location or an additional location (e.g., second, third, etc.)<sup>1</sup>
- Effective date

Note: All facility location changes must go through credentialing with full credentialing packet.

## For correspondence, credentialing contact or medical records address change

### Documentation should include:

- Name of provider or group and NPI number
- Tax ID number
- Old location, telephone and fax
- New location, telephone and fax
- Effective date

## For a remit address change

### Documentation should include:

- Name of provider or group and NPI number
- Tax ID number
- Old location, telephone and fax
- New location, telephone and fax
- W-9 (if changing the tax information form 1099)
- Effective date

## For a group name change

### Documentation should include:

- Old name and NPI number with tax ID number (no change to tax ID)
- New name and NPI number
- Effective date
- W-9 with tax ID number (no change to tax ID) and new name (signed and dated)
  - The doing-business-as name must be included on both W-9 and disclosure
  - *Disclosure for Provider Entity form* must be registered at the Bureau of TennCare

## For a participating group entity adding a new tax ID that is currently participating in the network and will continue to be reimbursed under the current “old” contracted rates upon effective date.

### Documentation should include:

- Current entity name and NPI number
- W-9 of current tax ID number
- New entity name and NPI number
- W-9 of new tax ID number adding
- Requested effective date
- *Disclosure for Provider Entity* form must be registered at the Bureau of TennCare

Please note: This is a tax ID assignment and will require going through a legal review.

## For an individual name change

### Documentation should include:

- Name of provider and NPI number
- Provider old name
- Provider new name
- Effective date
- *Provider Person* form must be registered at the Bureau of TennCare

## For a participating entity adding NPI (tax ID stays the same)<sup>2</sup>

### Documentation should include:

- Name of provider, new NPI number and new Medicaid number
- Tax ID number
- Effective date
- Entity application
- *Disclosure for Provider Entity* form must be registered at the Bureau of TennCare

## For providers who are currently participating Amerigroup providers

Credentialing follows the provider. Therefore, before a provider changes from one tax ID to another, credentialing status will always be researched.

## For a panel status — close panel change<sup>3</sup>

### Documentation should include:

- Name of provider and NPI number
- Tax ID number
- Whether auto-assign should be off or on
- Whether new members should be yes or no
- Reason for closing patient panel

## For a patient age range change

### Documentation should include:

- Name of provider and NPI number
- Tax ID number
- Age range of members (minimum and maximum) for accepting new patients

## For a participating entity terming NPI<sup>4</sup>

### Documentation should include:

- Name of provider and NPI number
- Tax ID number
- Effective date

## Reminders

- Letterheads and emails should always include the tax ID number, NPI number and effective date.
- If the request is for a tax ID change, the letter must include the handwritten signature (not printed) of an authorized representative.
- The provider effective date should be the latter of 60 days from the clean receipt of notice to Amerigroup.
- The Bureau of TennCare is now collecting *Disclosure of Ownership* information for new and existing providers, both provider persons and provider entities. Whether or not you are a new provider to TennCare or an existing Medicaid provider, you will need to register your information on the TennCare Provider Registration site at <https://tn.gov/tenncare/topic/provider-registration>.



## For a participating provider going to a nonparticipating group (network grid “closed” does not apply)

### The following is required:

- Request on new group letterhead with effective date
- If this is for a participating provider, proceed with adding the group after contracting
- Indicate whether the provider is a PCP or specialist
- The new contract
- The rate sheet
- Group application
- W-9 form
- *Disclosure for Provider Entity* and *Provider Person* forms must be registered at the Bureau of TennCare
- Request on letterhead or email from former practice manager or provider enrollment to term old tax ID with effective date

## For a participating provider going to a participating group

### The following is required:

- Request on new group letterhead with effective date
- Indicate whether the provider is a PCP or specialist
- *Disclosure for Provider Entity* and *Provider Person* forms must be registered at the Bureau of TennCare
- W-9 form
- *Disclosure for Provider Entity* and *Provider Person* forms must be registered at the Bureau of TennCare
- Request on letterhead or email from former practice manager or provider enrollment to term old tax ID with effective date

## For a solo participating provider that becomes a group, incorporates and does not change their tax ID

### The following is required:

- Request on new group letterhead with effective date
- Indicate whether the provider is a PCP or specialist
- Group application
- W-9 form
- *Disclosure for Provider Entity* form must be registered at the Bureau of TennCare

## For a participating provider leaving a group/going into solo practice

### The following is required:

- Request on new practice letterhead with effective date
- Indicate whether the provider is a PCP or specialist
- The new contract
- The rate sheet
- W-9 form
- *Disclosure for Provider Entity* and *Provider Person* forms must be registered at the Bureau of TennCare
- Request on letterhead or email from former practice manager or provider enrollment to term old tax ID with effective date

## For a solo participating provider that becomes a group, incorporates and changes their tax ID

### The following is required:

- Request on new group letterhead with effective date
- Indicate whether the provider is a PCP or specialist
- The new contract
- The rate sheet
- Group application
- W-9 form
- *Disclosure for Provider Entity* and *Provider Person* forms must be registered at the Bureau of TennCare
- Request on letterhead or email from former practice manager or provider enrollment to terminate old tax ID with effective date
- If the group is adding additional providers, please follow the participating provider/participating group or nonparticipating provider/participating group procedures (whichever applies)
- If this is for a PCP, request members move from the old tax ID to the new tax ID

## Reminders

- Letterheads and emails should always include the tax ID number, NPI number and effective date.
- If the request is for a tax ID change, the letter must include the handwritten signature (not printed) of an authorized representative.
- The provider effective date should be the latter of 60 days from the clean receipt of notice to Amerigroup.
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