Provider update

Prior authorization submissions

- Preferred method is electronic submission at https://www.availity.com, available 24/7
- Inpatient/outpatient surgeries and other general requests fax: 1-800-964-3627, available 24/7
- Behavioral Health — inpatient fax: 1-877-434-7578, available 24/7
- Behavioral Health — outpatient fax: 1-866-877-5229, available 24/7
- Durable medical equipment (DME) fax: 1-866-249-1271, available 24/7
- Therapy (physical, occupational, speech) fax: 1-844-756-4608, available 24/7
- Back and spine procedures fax: 1-800-964-3627, available 24/7
- Pain management injections and wound care fax: 1-866-249-1271, available 24/7
- Cardiology, genetic testing, radiation oncology, radiology (high-tech), sleep studies: phone number 1-800-714-0040 (AIM Specialty Health®) or online at www.aimspecialtyhealth.com/goweb
- Home health nursing (not related to long-term services and supports LTSS) fax: 1-866-249-1271, available 24/7
- Medical injectable/infusible drugs fax: 1-844-512-8995, available 24/7
- STAR Kids LTSS/personal attendant services (PAS) fax: 1-844-756-4604, available 24/7
- STAR+PLUS LTSS/PAS fax numbers by service area, available 24/7
  - Austin: 1-877-744-2334
  - El Paso: 1-888-822-5790
  - Houston/Beaumont: 1-888-220-6828
  - Lubbock: 1-888-822-5761
  - San Antonio: 1-877-820-9014
  - Tarrant/West RSA: 1-888-562-5160
- Nonemergent transportation (other than ambulance) phone: 1-855-295-1636 (Access2Care)
- Nonemergent ambulance transportation: Refer to the Ambulance Transportation Services (Nonemergent) section in the Amerigroup Medicaid/CHIP Provider Manual
- Nursing facility fax: 1-844-206-3445, available 24/7
- Provider Services telephone (if urgent): 1-800-454-3730, available 24/7

https://providers.amerigroup.com

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

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