

Provider Update

Available Now! Enhancements to Our Online Claims Tool

Background: To continue to simplify processes and make our website a valuable resource for you, we are adding a new feature to our online claims status tool – the ability to appeal a denied claim.

✦ **What this means to you:** You no longer have to make a phone call to appeal a claim or wait for the decision in the mail. All features are available online to save you time and effort.

How it works

Our enhanced claims tool will afford you the opportunity to appeal a denied claim through our website at providers.amerigroup.com. You will also have the option of choosing a preferred method of communication — either mail or email.

How will I access this tool?

The claims tool is located on our website. You must be a registered user to access the tool.

Don't have a login?

- Select **Login Help** from the top menu bar.
- Complete the **New User Registration Page**.

You will also find online tutorials to guide you through the claims appeal process and other helpful functions.

Need help?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

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