

Provider Update

Coming Soon — New Online Medication Precertification Request Tool!

Background: Creating new tools to help make your job a little easier and our provider self-service website a more valuable resource to you is our focus. Currently, we're developing a new online medication precertification request tool to make it easier for you to request medication and medical injectables and check the status of your submissions.

✦ **What this means to you:** No actions necessary – for your information only.

What are some of the features of the tool?

These new features help simplify the precertification process, save you time and result in a faster response. You will be able to:

- Submit requests for general pharmacy* — medications dispensed directly to a member from retail pharmacy or shipped from a specialty pharmacy
- Request medical injectables for those medications obtained by your office/facility for onsite infusion or administration
- Check precertification status
- Appeal denied requests
- Upload supporting documents and review appeal status

**The general pharmacy option is not available in Tennessee and Texas.*

When can I use the tool?

We plan to pilot the tool with our Maryland providers in May 2013. We'll roll out the tool to the rest of our providers across the country in July 2013.

How can I access the tool?

We'll send you a notice when the feature is available at providers.amerigroup.com. Further instructions will be provided then.

Questions/Contact Information

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 the toll-free phone numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

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