

Provider Update

Now Available! New Online Medication Precertification Request Tool

Background: The new medication precertification request tool is now available! The enhanced features make it easier for you to request precertification for medication and medical injectables, as well as check the status of your submissions.

✦ **What this means to you:** Save time and effort — use our online tool to submit precertification requests, check the status and appeal denied requests.

How it works

With the medication precertification request tool, you can:

- Submit general pharmacy requests* — 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 on-site infusion or administration
- Check precertification status (for medical injectables only)
- Appeal denied requests
- Upload supporting documents and review appeal status

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

How do I access this tool?

The tool is available on our website. You must be a registered user to access the tool. Don't have login credentials?

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

On our provider self-service site, you will also find tutorials to guide you through the medication precertification process and other helpful functions.

What if I need assistance?

If you have questions about this communication, or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the phone numbers listed below:

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

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