

Contact guide

Summary of update: Amerigroup would like to make sure that you have the most current contact information on file in order to best serve our members.

What if I need assistance?

Please contact the departments below as noted.

Contact the **Case Management** team by calling 1-877-440-3738 then selecting menu option 3 followed by menu option 2 for help with:

- Health status changes.
- Member residence changes.
- Inpatient admissions including hospice, nursing home and hospital.
- Critical incidents such as member elopement, medication errors and any Florida Department of Children and Families involvement.
- Care plan inquiries and coordination of services.

Contact your **Provider Relations** team by emailing ltcprovrelations@amerigroup.com for help with:

- Requests for in-services.
- Assistance with billing.
- Updates to provider agreements.
- Changes in ownership or demographics.
- Recredentialing applications and documents.

Contact the **Case Specialist** team by emailing dl-fltccasespecialist@amerigroup.com for help with new and renewal authorization requests.

Contact **Provider Services** by calling 1-877-440-3738 then selecting menu option 3 followed by menu option 3 for help with denied or underpaid claims.