

Contact guide

Summary of update: Amerigroup would like to make sure you have our 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 and following the prompts 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.
- Billing assistance.
- 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 and following the prompts for help with denied or underpaid claims.

Want more information and useful tools regarding Amerigroup long-term care (LTC)?

Please visit the Amerigroup website at <https://providers.amerigroup.com/FL> where you can access the **LTC Library** located under *Provider Resources & Documents*.