

United Home Care case management services update

Provider update: Agency of Healthcare Administration (AHCA) has recently amended all Statewide Medicaid Managed Care Long-Term Care (SMMC LTC) contracts with language to not allow any SMMC LTC plan to contract with the same entity to provide case management services and other SMMC LTC covered services.

Due to this recent change, we had to create a separation of duties with our partner United Home Care, a Region 11 Case Management provider and a provider of service. United Home Care has decided to remain an Amerigroup provider for Home Health and Consumable Medical Supplies. They remain an important, long-standing partner to Amerigroup and will continue to service Amerigroup members in this capacity.

Summary of change: United Home Care will no longer provide case management services for Amerigroup in Miami-Dade or Monroe counties. Members began transitioning April 2017 with a target completion date of May 30, 2017. Authorizations will be issued directly by Amerigroup upon transition. Current service purchase orders issued by United Home Care will remain in effect until the end date on the order unless an updated authorization is issued by Amerigroup.

What is the impact of this change?

Effective May 1, 2017, Amerigroup Provider Services will oversee your contract, credentialing, claims and provider education. Your status as a participating provider in the long-term care network is not affected by this change nor does it affect the status of the members you currently serve.

What if I need assistance?

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

Contact your Provider Relations team by emailing ltprovrelations@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 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.

The information in this update may be an update or change to your provider manual. Find the most current manual at:

<https://providers.amerigroup.com>