

Update: Hurricane Dorian

Due to Hurricane Dorian, the Governor of Georgia has issued a state of emergency for the following counties: **Appling, Bacon, Brantley, Bryan, Bulloch, Camden, Charlton, Chatham, Clinch, Echols, Effingham, Evans, Glynn, Liberty, Long, McIntosh, Pierce, Screven, Tattnall, Wayne** and **Ware**. At this time, Amerigroup Community Care will be operating during normal business hours and our call centers will remain open.

We are here to work closely with you to ensure that our members continue to receive the same quality of care during this time. We are committed to assisting our providers and members in resolving any issues related to Hurricane Dorian.

Prior authorizations

- We have waived prior authorization requirements for critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, durable medical equipment (DME), private duty nursing (PDN), hospital services, nursing facility services and chemotherapy until such time that we communicate a change back to normal processes. For further details, please contact our Provider Services team at 1-800-454-3730.
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any postdischarge services, including transportation or transfers.
- We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.

Pharmacy — Medicaid

Effective August 29, 2019, the following actions are being taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Refill Too Soon (RTS) overrides: We have enabled the ability to override the Refill Too Soon edit at the pharmacy point of sale:
 - If a member from the disaster area attempts to fill a prescription and the claim rejects with a Reject 79 — Refill Too Soon, the pharmacy should enter override code **9110000001** in NCPDP vD.0 field 462-EV — *Prior Auth Number Submitted*.
 - This override code should be used to process claims only for these members through September 9, 2019. This date may be extended as needed.
 - Please process claims using the following information:
 - BIN: 020107
 - PCN: HL
 - RxGroup: WKJA

Pharmacies should contact the IngenioRx Pharmacy Help Desk at 1-833-235-2031 for additional assistance in overriding RTS rejects.

Contact us

Provider Services: 1-800-454-3730
Member Services: 1-800-600-4441
Pharmacy Member Services: 1-833-205-6006
24-Hour Nurse HelpLine: 1-800-600-4441
Georgia Families 360°_{SM} Intake Line: 1-855-661-2021

Additional information/resources

NET: 1-800-600-4441