

Cost Containment dispute FAQ

- Question:** I think I have been underpaid for my claim. Whom should I contact?
Answer: If a provider feels that they have been underpaid by Amerigroup Community Care they should contact Provider Services at 1-800-454-3730 to file a dispute/appeal about the underpayment. Cost Containment (CC) generally handles overpayments.
- Question:** I just received a letter from CC requesting money back. I have questions regarding this request or wish to dispute it. Whom should I contact?
Answer: If you have questions regarding the recoupment request, you have the following options:
- Contact the CC representative whose name is at the bottom of the letter
 - Fax the inquiry and any supporting documentation to 1-866-920-1874
 - Mail the inquiry and any supporting documentation to Amerigroup Community Care, Attn: Cost Containment, P.O. Box 62427, Virginia Beach, VA 23466-2437
- Question:** I wish to submit a dispute over the phone. Whom should I contact?
Answer: You can contact Provider Services at 1-800-454-3730 and they will take your verbal dispute and forward it to CC Disputes. Provider Services will provide a record number specific to the dispute created.
- Question:** I received a letter from CC Disputes upholding the recoupment and I wish to further my dispute. What is my next step?
Answer: If you have further documentation that would support the dispute, you may submit a dispute via fax to: 1-866-920-1874 or mail it to Amerigroup Community Care, Attn: Cost Containment, P.O. Box 62427, Virginia Beach, VA 23466-2437. When sending a fax, please address it to the representative whose name is on the letter.
- Question:** I've received a recoupment request from CC and I would like the money recovered from future claim payments. How do I start this process?
Answer: You may submit the request via fax to: 1-866-920-1874 or mail it to Amerigroup Community Care, Attn: Cost Containment, P.O. Box 62427, Virginia Beach VA, 23466-2437.
- Question:** I was overpaid on a claim. How can I send in the refund check?
Answer: Please fill out the Overpayment Refund Notification Form and send the completed form and check to Amerigroup Community Care, P.O. Box 933657, Atlanta, GA 31193-3657. The Refund Notification Form can be found on <https://providers.amerigroup.com/GA>.
- Question:** I have discovered that money was unexpectedly recouped on a claim. Whom do I contact?
Answer: You may submit an inquiry via fax to: 1-866-920-1874 or mail it to Amerigroup Community Care, Attn: Cost Containment, P.O. Box 62427, Virginia Beach, VA 23466-2437. If the recoupment was processed by Cost Containment, the inquiry will be forwarded to the correct department for resolution.