

Provider Update

Our Medicaid ID Cards Have Gone Mobile!

Background: To better serve our Medicaid members, Amerigroup* offers members the option of downloading a free digital version of their member ID cards to their Apple iOS or Android OS-based smartphones and tablets.

✦ What this means to you:

Members may now show their mobile ID card as proof of coverage. You should treat these just how you would treat the original plastic cards.

How will this technology benefit you as a provider?

- Members won't have to wait for ID cards to come in the mail before scheduling appointments.
- Members can easily fax or email a copy of their ID card to doctors and pharmacies.
- Cards can't be saved, so they have to be downloaded each time the member wants to use them. The cards are updated nightly, so information will be up-to-date. (Remember to check eligibility on our website before each visit, though!)

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services toll-free at 1-800-454-3730.

**In Washington, Amerigroup Washington, Inc. In Louisiana, Amerigroup Louisiana, Inc. In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Virginia, Amerigroup Virginia. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.*

PEC-ALL-0680-12
Issued September 2012
by Amerigroup Community Care

