

Provider Update

Available Now! Enhancements to Our Online Claims Tool

Background: To simplify processes and make our provider self-service site even more valuable to you, we've added a new feature to our online claims status tool — the ability to appeal a denied claim.

✦ **What this means to you:** You no longer have to make a phone call to appeal a claim or wait for the decision in the mail. All features are available online to save you time and effort.

How it works

Our enhanced claims tool lets you appeal a denied claim through our provider self-service site. You will also have the option of choosing a preferred method of communication — either mail or email.

How will I access this tool?

Log in to our provider self-service site to use the tool. You must be a registered user to log in.

Don't have a username and password?

- Select **Login Help** from the top menu bar.
- Select **New User Registration** and complete the form.

We also offer online tutorials to guide you through the claims appeal process and other helpful functions.

Need help?

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 at 1-800-454-3730.

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