



## Faxing approval decisions

Amerigroup Iowa, Inc. will discontinue faxing approval decisions for outpatient services for physical and behavioral health effective December 1, 2020. There is no change for inpatient level of care.

### What is the impact of this change?

If you are a provider with Amerigroup, you will no longer receive a fax approval for outpatient services. The approval letter will continue to be mailed to the member, requesting provider and servicing provider when a decision is made to approve services. Additionally, providers can view authorization decisions through Availity.\*

### What if I need assistance?

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

\* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Iowa, Inc.