

## Health Delivery Organizations recredentialing update

Amerigroup Iowa, Inc. currently mails a letter with the recredentialing application to Health Delivery Organizations (HDOs) six months prior to their expiration date. If no response is received, a second letter is mailed with the application, followed by a third and final letter with a de-credentialing date.

Going forward, we will no longer mail the application. We will verify licensure, survey/accreditation, etc., online and complete the recredentialing process. If there is missing information or we are unable to obtain the information online, we will reach out to the HDO three times and document the outreaches and one final letter. If we are unsuccessful in obtaining the information, we will de-credential the provider.

### **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**.