

Provider Update

Primary care provider member assignment

Amerigroup Iowa, Inc. wants to keep our primary care providers (PCPs) informed of the initial member assignment process and the subsequent reassignment process.

During member enrollment, a very low percentage of members identify their PCP. We also find members select PCPs who are not PCPs, or members select PCPs they do not routinely see.

To determine our members' PCPs, we use claims history to identify where our members are receiving PCP services. This allows providers to view up-to-date clinical quality scores for active members.

We will reassign members to PCPs that they currently see. In the months following the first list of member reassignment on June 15, 2018, all of the membership should be realigned.

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.

<https://providers.amerigroup.com>

