

Provider Update

Provider notice of case management change

Effective March 1, 2018, Amerigroup Iowa, Inc. is accepting the members who were transitioned to the Iowa Medicaid Fee-for-Service program on December 1, 2017. Home- and community-based services providers will receive an authorization letter by mail for approval of services. In our efforts to seamlessly provide continuity of care, once the services have been authorized, providers will be able to view the authorization(s) through the Availity Portal.

You may call Member Services Monday-Friday, 7:30 a.m.-6 p.m. CT at 1-800-600-4441 to find out the name of the new Amerigroup community-based case manager assigned to the members you are currently serving.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services Monday-Friday, 7:30 a.m.-6 p.m. CT at 1-800-454-3730.

<https://providers.amerigroup.com>

