

Provider Update

Provider Relations realignment

Summary of change: This update provides clarification for the recent Amerigroup Iowa, Inc. Provider Relations consultant realignment. Your current provider representative may change. Please allow for processes to be changed for increased efficiency in timely response and resolution.

Medical Provider Relations consultant information

Medical Provider Relations staff for Amerigroup in Iowa has recently split their seven consultants into two groups: Hospital Systems and General Medical. This realignment is designed to improve responsiveness to your existing and future issues. We are closely monitoring the newly aligned territories to ensure that this new structure will improve the relations we have with our providers.

You may find your Provider Relations representative contact information on our public provider website located here: <https://providers.amerigroup.com/IA> under the *Provider Resources & Documents* column and the *Find Your Provider Representative* tab.

Chiropractic consultant information

If you are a chiropractor, your consultant has changed. Our behavioral health consultants will now provide support to chiropractic providers. You may locate the *Chiropractor Consultant Map* under the *Provider Resources & Documents* column and the *Find Your Provider Representative* tab located on our public provider website as mentioned above.

Physical/occupational/speech therapy consultant information

If you are a therapy provider, your consultant has changed as of October 30, 2017. Our long-term services and supports (LTSS) consultants will now provide support to therapy providers. You may locate the *LTSS Consultant Map* under the *Provider Resources & Documents* column and the *Find Your Provider Representative* tab located on our public provider website as mentioned above.

What if I need assistance?

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.

<https://providers.amerigroup.com/ia>

