

Important phone numbers to know

Please note that many of these phone numbers are answered during business hours only (8:30 a.m.-5:30 p.m.) unless specified.

Dental	
DentaQuest (dental services for members age 21 and older)	Providers: 1-800-341-8478 Members: 1-888-278-7310
MD Healthy Smiles Dental Program (dental services for members younger than age 21 and pregnant women)	Providers call 1-844-275-8753 Members call 1-855-934-9812 (TDD: 1-855-934-9816)
Vision	
Superior Vision	1-866-819-4298
Pharmacy	
Amerigroup Community Care Pharmacy department	1-800-454-3730
IngenioRx Specialty Pharmacy <ul style="list-style-type: none"> Available 24 hours/7 days a week 	Pharmacy Benefit Manager Phone: 1-833-262-1726 Fax: 1-833-263-2871 Specialty/Injectable Phone: 1-833-255-0646 Fax: 1-833-263-2971 Mail-order Pharmacy Services Phone: 1-833-203-1742 Fax: 1-800-378-0323
CoverMyMeds electronic Prior Authorization (ePA)	1-866-452-5017
Case Management	
Case Management department	1-800-454-3730 Referral: 1-800-454-3730
Amerigroup Specialty Needs Coordinator	410-981-4060
Medical Management	
Corrective Managed Care/Lock-In Pharmacy Program	410-981-4569
Behavioral Health System	1-800-888-1965
ImmuNet Help Desk: Maryland's Immunization Registry	410-767-6606
Diseases Management Centralized Care unit	1-888-830-4300
Transportation services information (provided by local health department or, in some cases, Amerigroup)	1-800-454-3730

Utilization Management services	
AIM Specialty Health® (radiology precertification)	1-800-714-0040
Inpatient Concurrent Review	Peer-to-peer: 1-866-696-2709 Precertification: 410-981-4050
Inpatient Admissions	1-800-454-3730
Claims/Authorization/Dispute Status	1-800-454-3730
Provider Management services	
Amerigroup Provider Services department/Provider Inquiry Line <ul style="list-style-type: none"> Available 24 hours/7 days a week 	1-800-454-3730
Amerigroup Provider Demographic Information Updates	Fax: 1-855-875-3629
Electronic Data Interchange (EDI) Hotline	1-800-590-5745
Availity Client Services	1-800-AVAILITY (282-4548)
CAQH	1-888-599-1771
Provider Complaints/Grievances	1-800-454-3730
Amerigroup Special Investigations Unit (reporting suspected reporting fraud and abuse)	1-866-847-8247
Amerigroup Compliance Hotline	757-518-3633
Member Management services	
Amerigroup Member Services (questions/complaints/grievances/appeals/provider/request/etc)	1-800-600-4441 (TTY 1-800-855-2880)
Interpreter Services/Deaf and Hard of Hearing Services	1-800-454-3730
24 Hour Nurse Helpline <ul style="list-style-type: none"> Available 24 hours/7 days a week 	1-866-864-2544
Local, State, Federal contacts	
Administrative Care Coordination/Ombudsman Services (ACCU) Division of Community Liaison and Care Coordination (noncompliant member outreach/LHD transportation)	410-767-6750
MDH Division of Tuberculosis Control	Phone: 410-767-6698 Fax: 410-669-4215
MDH Rare and Expensive Case Management (REM) Program	Phone: 1-800-565-8190 Fax: 410-333-5426
MDH Provider Help Line for HealthChoice	1-800-766-8692
EPSDT Certification	410-767-1836
Eligibility Verification System (EVS) (verify member eligibility)	1-866-710-1447

Local, State, Federal contacts (continued)	
MDH Office of Inspector General (reporting provider fraud)	410-767-5784 or 1-866-770-7175
Maryland Medicaid Fraud Control Division of the Office of the Maryland Attorney General	410-576-6521 or 1-888-743-0023
Federal Office of Inspector General; U.S. DHHS	1-800-HHS-TIPS (1-800-447-8477)
MDH Maryland Health Connection (Medicaid enrollment/reenrollment/MCO selection)	1-855-642-8572 (TTY: 1-855-642-8573)
MDH Enrollee Helpline for HealthChoice	1-800-284-4510
MDH Pregnant Women Helpline	1-800-456-8900

For additional information, please find the Provider Manual located at <https://providers.amerigroup.com> and select Maryland. For all other provider questions, please call Amerigroup Provider Services at 1-800-454-3730 or call your Amerigroup Provider Relations representative.