

# Provider Update

## Updating Your Provider Data

**Background:** To ensure updates to your provider information are completed accurately and timely, effective immediately, submit all provider updates to us via email to [mdproviderdata@amerigroup.com](mailto:mdproviderdata@amerigroup.com) or fax to 1-855-875-3629.

✦ **What this means to you:** For your information only — please share this update with your staff and other providers in your practice.

### **Provider updates include:**

- Provider demographic changes, including but not limited to:
  - Address
  - Phone
  - Fax
  - Email
  - Specialties
  - Panel restrictions (e.g., Pediatrics – patient age limitations)
- Tax Identification Number (TIN) or practice name changes — TIN change due to practice name change or data updates resulting from facility, group or practice acquisition or merger; Documents required include:
  - Old W-9
  - New W-9
  - Effective date of TIN change
- Terminations — All provider or group terminations

### **How to submit your provider data changes**

Submit all provider updates to us via email to [mdproviderdata@amerigroup.com](mailto:mdproviderdata@amerigroup.com) or fax to 1-855-875-3629. All provider data updates requested must be:

- Submitted to us on practice letterhead
- Received 30 days prior to the effective date and include the effective date of the requested change

You must submit changes to your provider data according to contractual requirements. Payment of claims for any service rendered prior to demographic or provider updates is not guaranteed.

### **What if I need assistance?**

For questions related to your contract, call your local Provider Relations representative at 1-800-964-2112. For questions about claims processing, payment disputes, appeals, or any other matters, call our Provider Services team at 1-800-454-3730.

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