

## Notice of change in Medicare Advantage non-PCP reimbursement status

Amerigroup has evaluated its Medicare Advantage network to improve quality of care and efficiencies in the oversight of our networks. CMS regulations support Medicare Advantage plans' ongoing evaluation of their provider networks to ensure that plans are able to manage the cost and quality of care while maintaining access to care for members.

Our review of your file indicates that you are listed in our Medicare Advantage directory as a PCP. This letter serves as notice of required adherence to the following standards:

- Members must be able to access their PCP 24 hours a day, 7 days a week.
- As the member's health care manager, the PCP is responsible for providing or arranging health care services 24 hours a day, 7 days a week. An answering machine does not suffice as access to the provider.
- You must also have a method to inform Amerigroup members about office hours and how to obtain care after office hours.

When off-duty or otherwise unavailable, the PCP must arrange for back-up coverage by a network physician so that appropriate medical care is available to members at all times. If the designated backup network physician is contracted under the PCP's agreement and bills under the same tax identification number, no backup arrangement is required. If not, the PCP must inform Amerigroup of the name, telephone number and address of the physician responsible for providing backup services to patients.

The PCP should contact Amerigroup to ensure that our records reflect your plan for patient coverage. If Amerigroup does not have complete records that you are the covering physician as required above, any claim you submit will deny unless an exception applies. These exceptions are described in further detail in the Provider Manual. In addition, if you regularly see Amerigroup members who have not chosen you as their assigned PCP, your claims may deny under this policy until the member selects you as their assigned PCP. The PCP should contact Amerigroup Designated Service Unit (DSU) at 1-866-805-4589 8:00 a.m. to 8:00 p.m. EST, Monday to Friday if the designated back-up changes.