

Provider Update

Two ID Cards Were Issued to DSNP Members

Amerivantage Dual Coordination Dual Eligible Special Need Plan (DSNP) members were mailed two ID cards in December, a Medicare card and a Medicaid card. The Medicaid card **should not** be used to obtain services.

✦ **What this means to you:** Amerigroup DSNP Members may present their Medicaid card to you in error. For all Amerigroup DSNP Medicare and Medicaid covered services, you should use the Medicare card to identify the correct Member ID number and contact information.

Use of the Medicaid ID number may result in feedback that the Member is not eligible. If this occurs, please ask the Member for his/her Medicare ID card and use the information on this card to determine available services.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at the toll-free phone numbers listed below:

- Medicare providers call 1-866-805-4589

58918WPSENAGP 02/23/16

Amerivantage is an HMO plan with a Medicare contract and a contract with the New Jersey Medicaid program. Enrollment in Amerivantage depends on contract renewal.

