

Home health services missed shift notification requirement

Effective April 1, 2018, Amerigroup Community Care changed the process for notification of missed home health or nursing visits.

What this means to me: Home health providers are required to contact Amerigroup no less than 30 minutes prior to the scheduled arrival time if unable to staff a home health aide or nursing shift. Failure to appropriately staff shifts may lead to Amerigroup imposing sanctions.

What number should I call?

During business hours (8 a.m.-5 p.m. Central time), call the National Contact Center at 1-800-454-3730 and choose the precertification/home health prompt to be transferred directly to a Tennessee Home Health nurse.

After hours (Monday-Friday from 5 p.m.-8 a.m.) and on weekends (5 p.m. on Friday to 8 a.m. on Monday), call 1-844-385-5244 and leave a voicemail.

What information must I provide?

When contacting us about missing a scheduled home health aide or nursing shift, provide the following information:

- Your name and the agency from which you are calling
- Member's name and DOB
- Details concerning the issue
- A call-back number for you

Missed visit reports can be faxed to 1-866-920-6003.

What happens if I don't call in?

In accordance with the Amerigroup provider manual and Section 6.30 of your provider contract, we may impose sanctions at our discretion by specific directive of TennCare if a provider:

- Fails to comply with contractual and/or credentialing requirements.
- Fails or refuses to respond to a request for information by Amerigroup.
 - Requests for information may include credentialing documentation, medical records and other records detailing medical care provided to members.

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 1-800-454-3730.