

Medically necessary services obtained from non-contract provider referred by contract provider

Effective July 1, 2020, Amerigroup Community Care participating providers should not refer members to out-of-network (OON) providers without the appropriate authorization. Services provided by an OON provider are only covered if an emergency condition exists or an approved authorization has been granted. If Amerigroup receives a claim from an OON provider that does not meet the required standards or have an authorization, the claim will be denied.