

Provider Update

Your August News Blast is Available Online!

Summary: We've consolidated recent communications and posted them in a single document on our provider self-service site so you can have easy access to the latest from Amerigroup Community Care in Tennessee.

★ **What this means to you:** Go to the **Newsletters** section of our website at providers.amerigroup.com/TN to download a copy of this month's News Blast.

What topics are covered in this issue?

For All Tennessee Providers:

- **Refresher on our Appeals and Dispute Processes** – We've reprinted excerpts from our provider manual to serve as a reminder about our payment dispute and claims appeals processes. *Provider Manual Excerpt*
- **Update to TennCare Budget Reduction Communication** – The Bureau of TennCare updated its June 13, 2014, communication surrounding programmatic changes to be made by MCOs effective July 1, 2014, as a result of the state fiscal year 2015 budget. A full copy of this and previous TennCare documents can be found on our website at providers.amerigroup.com/TN under the State Communications heading. *TNPEC-0784-14*

For Long-Term Services and Supports Providers:

- **Meet your Network Consultant Team** – In this month's NewsBlast, you'll find a listing of your network consultant contacts and the areas they serve. We're here to help you. *TNPEC-0780-14*

What if I need assistance?

If you have questions about this communication, want to request a paper copy of the News Blast, received this fax in error 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:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589
- Long-Term Services and Supports (HCBS) call 1-866-840-4991



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