

## My PCP Connection frequently asked questions

### **Am I seeing my assigned members?**

As an Amerigroup Community Care PCP, it is your responsibility to verify any member you see is assigned to the member panel for you or another participating PCP in your group (i.e., same tax ID number [TIN]). Check our website to confirm assignment or call National Customer Care at 1-800-454-3730. Only provide services to members who are on your assigned member panel or the panel of another participating PCP in your group. Download the complete provider frequently asked questions for more information you can share with your staff.

### **I am a participating provider with Amerigroup. How does My PCP Connection affect me?**

If you are a specialist, My PCP Connection has no impact on you. If you are a PCP, it is your responsibility to verify any member you see is assigned to your member list or to a participating provider's member list within your group/TIN. Only provide services to members who are on your assigned member list or the list of another participating provider within your group. Effective July 15, 2012, for Middle Tennessee providers and effective August 1, 2015, for providers in the East TN and West TN expansion counties, you will not be reimbursed for any services you provide to a member who is not assigned to you or to your group/TIN. Please remember, group refers only to those providers operating under the same TIN.

### **I am an Amerigroup provider. What happens if my member is in the hospital after My PCP Connection is implemented (July 15, 2012, for Middle Tennessee providers and August 1, 2015, for providers in the East TN and West TN expansion counties)?**

As a PCP, if you visit a member in a hospital or nursing facility setting, you will be reimbursed for the visit whether or not the member is assigned to you or your group/TIN.

### **What should I do if a member presents in my office and the member is not assigned to me or another participating provider in my group/TIN?**

Please ask the member to change his or her PCP. We recommend you facilitate this from your office. The change can be made by calling 1-800-454-3730 or faxing the PCP Reassignment Request Form to 1-866-840-4993; changes are effective the same day. Note that PCP changes made by members using the member website are effective the next day.

### **I am a solo practitioner. Will the physician covering for me be paid for the services provided while covering for me?**

As a solo practitioner, you are required to provide us with the name and the TIN of your covering physician. If someone other than the identified covering physician provides services for members on your assigned panel or the covering physician is nonparticipating, you are responsible for reimbursing that provider per the provider manual.

### **Will I be reimbursed if I see a newborn?**

All participating PCP claims for newborns under 91 days of age will be reimbursed.