New behavioral health discharge call-in line

Summary of change: We value the strong and collaborative relationships we have with the providers in our network. As we continuously work to improve our process, we have a new option for providers to communicate with us. Effective April 1, 2020, behavioral health providers have a new discharge call-in line.

What is the impact of this change?
If a member is discharging from inpatient or residential treatment, providers may send the discharge information via the call-in line at 1-833-385-9055. The call-in line is staffed from 8 a.m. to 8 p.m. ET, Monday through Friday. If all representatives are on calls, or if it’s a weekend, the confidential voicemail will be initiated, allowing providers to leave discharge information.

Providers can also continue to submit information via fax or the Availity Portal.*

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup.

https://providers.amerigroup.com

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

Coverage provided by Amerigroup Inc.

TX-NL-0295-20 509390MUPENMUB May 2020