

March 2022

Provider Services: 800-454-3730
<https://provider.amerigroup.com/MD>



Provider News



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COVID-19 information from Amerigroup Community Care

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and Maryland Department of Health (MDH) to help us determine what action is necessary on our part. Amerigroup will continue to follow MDH guidance policies.

For additional information, reference the *COVID-19 Updates* section of our [website](#).

MDPEC-2081-20

Administration

Appointment and after-hours availability survey requirements and survey update

To ensure members receive care in a timely manner, PCPs, pediatricians, and specialty providers must maintain the following appointment availability and after-hours access standards.

The Maryland State standards can be found in COMAR 10.67.05.07, found [online](#). These requirements are also outlined in your Amerigroup Community Care provider manual. A copy can be found [online](#).

Practitioner type	Appointment type	Appointment standard
PCP and pediatrician	Routine and preventive care visits	Within 30 days of request
PCP and pediatrician	Urgent visits	Within 48 hours of request
Specialty provider	Specialist follow-up/routine appointments	Within 30 days or sooner as deemed necessary by the PCP; PCP office may make the appointment directly with the specialist's office
OB/GYN, OB	Initial assessment of pregnant	Within 10 days of request
OB/GYN, OB	Postpartum appointments	Within 10 days of request
OB/GYN, OB, GYN	Family planning services	Within 10 days of request
Pediatrician	Initial visit for newborn	Within 14 days of discharge from the hospital if no home visit
Pediatrician	Well-child assessments	Within 30 days of request

After-hours access requirements

PCPs and pediatricians are required to follow the standards below to ensure access to care for our members:

- Offer telephone access for members 24 hours a day, 7 days a week. A 24-hour telephone service may be used. The service may be answered by a designee such as an on-call physician or a nurse practitioner with a physician backup.
- If using an answering system, a recorded or automated message must give the option to speak to a live party or respond to member inquiries within 30 minutes.
- Be available to provide medically necessary services — You or another physician must offer this service.

MD-NL-0505-21

New Strategic Provider System will launch in April 2022

Summary of change: In April 2022, Amerigroup Community Care will replace its current internal provider demographic management system with a new Strategic Provider System (SPS). This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience. New system features will strengthen our ability to match submitted claims for more accurate pricing and processing.

System upgrades special notice

During the first phase of our improvements, Amerigroup will implement system upgrades April 1, 2022 through April 8, 2022. Provider updates submitted during this period will be processed after April 8, 2022. We appreciate your patience as we upgrade our systems.



Next steps: new Provider Data Management coming soon

Beginning in June 2022, the second phase of our improvement initiative will be integration with Availity's* Provider Data Management (PDM) functionality, which will roll out in phases. This single, easy-to-use portal, will allow providers to view, maintain, update, and attest to the accuracy of provider demographic information for Amerigroup. The Availity portal will enable providers to complete required verifications online via a simplified quick verification procedure — eliminating the need to fax, email, or use separate online forms. This service will replace the way you currently send Amerigroup your demographic updates.

Get ready for the change today

If your organization is not already registered on the Availity Portal, we strongly encourage you to get started right away. Your organization's designated administrator can go to <https://www.availity.com> to register and find other helpful information about using Availity. Availity is the Amerigroup secure provider portal platform where providers can enjoy the convenience of digital transactions, including prior authorization submissions, claims submission and benefit and eligibility look-up.

For questions about Availity, call **800-AVAILITY (800-282-4548)**.

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

MDPEC-2677-21