

Quick Reference Guide Amerigroup New Jersey, Inc. and Amerigroup Amerivantage (Medicare Advantage)	
Topic	Resource
Provider Education Webinars	https://www.carelonbehavioralhealth.com/providers/resources/trainings/ *
General Provider Training Inquiries	Provider.training@carelon.com
Medicaid Provider Services:	1-800-454-3730
FIDE SNP Provider Services & Dedicated Service Unit (DSU):	1-866-805-4589
Medicare Provider Services/Clinical Customer Service for Amerigroup Community Care	1-757-490-6900
Carelon National Provider Service Line	1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday>>
Claim Submission	<p>Availity serves as our electronic data interchange (EDI) partner for all electronic data and transactions. Providers, billing services and clearinghouses who are new to the EDI space can register to exchange 27x self-service and 837 claims electronic transactions with Availity www.Availity.com . Payer Name is Amerigroup and the Payer ID is 26375.</p> <p>Paper Claims may be submitted to: New Jersey Claims Amerigroup Community Care P.O. Box 61010 Virginia Beach, VA 23466-1010</p>
Claims Status Inquiry	<p>Please utilize the Availity portal at www.Availity.com. From the Availity home page, select Claims & Payments from the top navigation. Select Claims Status from the drop-down menu.</p> <p>You may chat or send a Secure Message through the Availity portal for claim status.</p>
Claim Issue Resolution	<p>There are several options to file a Claim Payment Dispute. The preferred method is to submit online through Availity at https://www.availity.com/. Providers that are unable to use Availity may submit claim payment disputes by mail:</p> <p>For Medicaid payment disputes: Amerigroup Community Care Payment Dispute Unit P.O. Box 61599 Virginia Beach, VA 23466-1599</p> <p>For Medicare payment disputes: Amerigroup Community Care P.O. Box 110 Fond du Lac, WI 54935</p> <p>In addition to using the online tool or submission through mail, a reconsideration, or informal request for investigation into the outcome of a finalized claim, may be requested by calling Provider Services at 1-800-454-3730 for Medicaid, 1-757-490-6900 for Medicare or -866-805-4589 for FIDE SNP.</p>

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* Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.
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	If you have completed the steps above and the issue has not been resolved to your satisfaction, then reach out to your Provider Experience Team Member through the Carelon Behavioral Health National Provider Service Line at <<1-800-397-1630, 8 a.m. to 8 p.m. ET, Monday through Friday.>>
Availity Help Desk (for Availity technical support)	Availity Client Services, 1-800-282-4548, 8 a.m. to 8 p.m. ET, Monday through Friday
Notification/Precertification	Please utilize the following options: Telephone: <<1-866-805-4589>> Fax forms are available at https://provider.amerigroup.com/new-jersey-provider/resources/form Fax: Medicaid - Behavioral health inpatient: <<1-844-451-2794>> Fax: Medicaid - Behavioral health outpatient: <<1-844-442-8007>> Fax: Medicare - Behavioral health inpatient: <<1-844-430-1702>> Fax: Medicare - Behavioral health outpatient: <<1-844-430-1703>>
Eligibility & Benefits	Please utilize the Availity portal, www.Availity.com . From the Availity homepage, select Patient Registration from the top navigation, and then select Eligibility and Benefits Inquiry. You may also call the Provider Services Phone Number listed above.
Credentialing/Recredentialing	Carelon Behavioral Health National Provider Service Line at <<1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday>>
Provider Demographic Changes	All provider demographic updates should be sent via the Carelon provider portal and the provider's CAQH profile . When updating your CAQH profile, it is important to select "Global" for your access to ensure Carelon Behavioral Health can review these changes to your data. You may also contact the Carelon Behavioral Health National Provider Services Line at 1-800-397-1630, from 8 a.m. to 8 p.m. ET, Monday through Friday to update your demographic information.
Behavioral Health Resources	https://provider.amerigroup.com/new-jersey-provider/patient-care/behavioral-health
Provider Forms	https://provider.amerigroup.com/new-jersey-provider/resources/forms
Guides, Medical Policies & Clinical UM Guidelines	https://provider.amerigroup.com/new-jersey-provider/resources/manuals-and-guides >>
Claims Submission	https://provider.amerigroup.com/new-jersey-provider/claims
Provider Experience Associate	provider.relations.NJ@carelon.com

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