

Amerigroup Member Card

Every Amerigroup member identification card lists the following:

- Effective date of Amerigroup membership
- Member date of birth
- Subscriber number (Amerigroup identification number)
- Carrier and group number (RXGRP number) for injectables
- Amerigroup Community Care logo
- Health plan name – Amerigroup Maryland, Inc.
- Primary Care Provider (PCP) name
- PCP telephone number
- PCP address
- If applicable, copayments for office visits, emergency room visits and pharmacy services
- Behavioral health benefit
- Vision service plan telephone number
- Dental service plan telephone number
- Amerigroup Member Services and Nurse Help-Line telephone numbers

Amerigroup member identification card sample:



Effective Date:

Date of Birth:

Subscriber #:

AMERIGROUP MARYLAND, INC.

Member Name:

Medicaid #:

Primary Care Provider (PCP):

PCP Telephone #:

Clinic Name:

Vision: 1-800-428-8789

Dental: 1-800-720-5949 (adults age 21 or older, except pregnant women)

Mental Health and Substance Abuse Services: 1-800-888-1965

Pharmacy: \$1 FOR GENERIC / \$3 FOR BRAND NAME DRUGS

Copays do not apply to members under 21 or pregnant women.

Member Services/Nurse HelpLine: 1-800-600-4441

MEMBERS: Please carry this card at all times. Show this card before you get medical care. You do not need to show this card before you get emergency care. If you have an emergency, call 911 or go to the nearest emergency room. Always call your Amerigroup PCP for non-emergency care. If you have questions, call Member Services at 1-800-600-4441. If you are deaf or hard of hearing, call 1-800-855-2880.

HealthChoice Enrollee Help Line is 1-800-284-4510.

MIEMBROS: Favor de llevar esta tarjeta con usted en todo momento. Presente esta tarjeta antes de recibir atención médica. No tiene que presentarla para recibir atención de emergencia. Si tiene una emergencia, llame al 911 ó vaya a la sala de emergencia más cercana. Llame siempre a su PCP de Amerigroup para atención que no sea de emergencia. Si tiene preguntas, llame a Servicios para Miembros al 1-800-600-4441. Si usted es sordo o si tiene problemas auditivos, llame al 1-800-855-2884.

HOSPITALS: Preadmission certification is required for all nonemergency admissions, including outpatient surgery. For emergency admissions, notify Amerigroup within 24 hours after treatment at 1-800-454-3730.

PROVIDERS: Certain services must be preauthorized. Care that is not preauthorized may not be covered. For preauthorizations/billing or pharmacy information, call 1-800-454-3730.

PHARMACIES: Submit claims using Express Scripts RXBIN: 610084; RXPCN: PRODUR1 and RXGRP: WKNA. For technical help, call Express Scripts at 1-844-367-8108.

SUBMIT MEDICAL CLAIMS TO:

AMERIGROUP • P.O. BOX 61010 • VIRGINIA BEACH, VA 23466-1010

USE OF THIS CARD BY ANY PERSON OTHER THAN THE MEMBER IS FRAUD.

M101 04/15

Presentation of an Amerigroup member identification card (ID) does not guarantee eligibility; therefore, you should verify a member's status by inquiring online or via telephone. Online support is available for provider inquiries on our website, and telephonic verification may be obtained on the automated Provider Inquiry Line at 1-800-454-3730.

Additionally, you should encourage members to protect their ID cards as they would a credit card, to carry their Amerigroup card at all times and report any lost or stolen cards to Amerigroup as soon as possible.

Understanding the various opportunities for fraud and working with members to protect their Amerigroup ID card can help prevent fraudulent activities. If you suspect fraud, please call the Amerigroup Compliance Hotline at 757-518-3633. **No individual who reports violations or suspected fraud and abuse will be retaliated against for doing so.**