

## Frequently asked questions: Our upcoming rebrand to Wellpoint

December 2023

### Why is Amerigroup Community Care changing its name to Wellpoint?

Our parent company, Elevance Health, is streamlining and simplifying the complexity of our health plan and service businesses to reduce the number of brands we have in the market, so our partners and customers clearly understand where we serve, who we serve, and what our brands do.

Wellpoint is a name that has been part of our heritage for more than 30 years, so it may be familiar for some — but more importantly, it is a name that perfectly fits with our vision for our brand to be a source of lasting wellness for our consumers at all points in their health journey.

### Why am I seeing Elevance Health on correspondence now?

Documents you previously received with Anthem, Inc. may now reflect our new parent company name, Elevance Health; however, a very minimal number of communications should mention our parent company by name. In general, checks and other financial statements may include the Elevance Health name or logo. Most communications will occur under our new brand name starting January 1, 2024.

### Is the Medicaid Provider Services line changing?

Yes, the Provider Services line number is changing to support the new Wellpoint brand and will be effective starting in 2024. Until then, providers can continue to call Provider Services at **800-454-3730**.

Starting January 1, 2024, you will call Provider Services at **833-731-2154**.

For Medicare, refer to the number on the back of the member's ID card.

### Is the Medicaid Member Services line changing?

Yes, the Member Services line number is changing to support the new Wellpoint brand and will be effective starting January 1, 2024. All other Member Services line numbers remain the same. Until then, members can continue to call Member Services at **800-600-4441**. As of January 1, 2024, calls to the current service number will automatically redirect to the new service phone number.

Starting January 1, 2024, members will call Member Services at **833-731-2153 (TTY 711)**.

<https://provider.amerigroup.com/TN>

Amerigroup Community Care complies with the applicable federal and state civil rights laws, rules, and regulations and does not discriminate against members or participants in the provision of services on the basis of race, color, national origin, religion, sex, age, or disability. If a member or a participant needs language, communication, or disability assistance or to report a discrimination complaint, call **800-454-3730**. Information about the civil rights laws can be found at [tn.gov/tencare/members-applicants/civil-rights-compliance.html](https://tn.gov/tencare/members-applicants/civil-rights-compliance.html).

### Will this change impact our current agreements/contracts with Amerigroup?

No, there will be no changes to your current agreements or contracts.

### Will there be any changes to the credentialing process because of this change?

No, our credentialing processes will remain the same.

### Will this change affect how I access the provider website?

Yes, we will have a new website launching January 1, 2024. The new Wellpoint public provider website is: <https://provider.wellpoint.com>.

### Will the way I submit prior authorizations change?

No, the process for submitting prior authorizations will not change.

### Can I still accept an Amerigroup member ID card from my patients?

Yes, members will receive a new member ID card with the Wellpoint logo on it by March 1, 2024; however, the Member ID number will not change. You can still use the same Member ID number to bill for services. Please remind your patients that if they have not received their new Wellpoint member ID card by March 1, 2024, they can call the new Member Services phone number (above) to request this card. They can also access their new card on their Sydney Health app from any smart device or on the member website as of January 1, 2024.

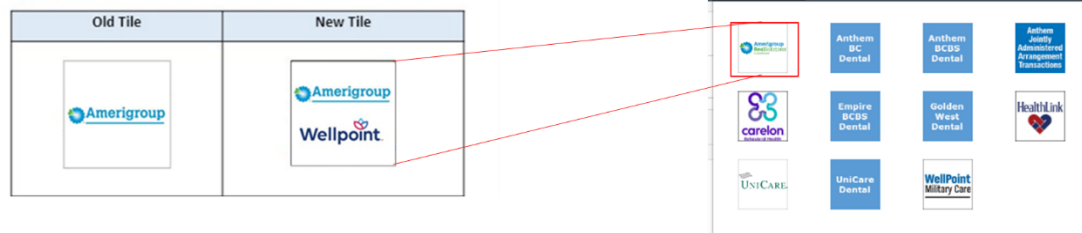
### Does this change how I communicate with my provider relationship management representative?

No, our provider relationship management representatives will receive new email handles with @wellpoint.com instead of @amerigroup.com. Rest assured that if you send an email to us at @amerigroup.com, we will still receive it.

### Will this change affect how I access payer information through Availity Essentials?

You will still log in to Availity using our secure website at [Availity.com](https://www.availity.com). Beginning on December 9, 2024, once you're logged in, under *Payer Spaces*, you will see our new Wellpoint brand. You will see Amerigroup-Wellpoint in your dashboard, and you may perform all activities in Availity from December 9, 2024, and beyond under the Amerigroup-Wellpoint name.

Payer Space Tile:



### Is the EDI payer ID for Amerigroup in Availity changing?

Yes, the payer ID in Availity is changing to WLPNT. You will continue to have the option to use 26375, however we do ask that you begin the change to the new payer ID to reflect the new brand. You will begin seeing WLPNT on your Electronic Remittance Advice (ERA) starting January 1, 2024.

### **Does the new EDI payer ID impact EDI batch transactions? If so, which ones?**

Starting on January 1, 2024, the following EDI batch and real-time transactions should be coded with the new WLPNT payer ID. You may see the new WLPNT payer ID in the Availity payer list as early as December, but you can continue using the current Amerigroup payer ID (26375) through December 31, 2023:

- 835: Electronic Remittance Advice (ERA)
- 837: Claim Submission
- 276/277: Batch Claim Status
- 270/271: Batch Eligibility and Benefits
- 278/278I: Authorization and Referral
- 275: Attachment Submission

### **Does this impact 835 Electronic Remittance Advice?**

Starting on January 1, 2024, the 835 ERA will begin to return with the WLPNT payer ID.

### **Will we be able to accept both the old Amerigroup payer ID (26375) and the new Wellpoint payer ID (WLPNT) after January 1, 2024?**

After January 1, 2024, there will be a transition period where you may see both payer IDs in the system. During this overlap period, you will be able to accept the old Amerigroup payer ID, but you should be ready to start seeing the new Wellpoint payer ID and using that after January 1, 2024.

### **My group/practice does business in multiple states for Amerigroup. What if I receive remits for multiple markets with both Wellpoint and Amerigroup payer IDs?**

You will need to be able to support both the Wellpoint (WLPNT) and Amerigroup (26375) payer IDs. Again, after January 1, 2024, there will be a transitional period where you may see both payer IDs.

### **I submitted a claim under the old Amerigroup payer ID (26375) in 2023, but it was adjusted after January 1, 2024. Which payer ID will I see?**

Previously paid claims that are adjusted after January 1, 2024, will return with the new Wellpoint (WLPNT) payer ID.

### **How do I change the payer ID?**

Changing the payer ID from Amerigroup (26375) to Wellpoint (WLPNT) depends on how you submit your claims.

If you use a third-party vendor such as a Clearinghouse, work with your vendor to ensure they are submitting your files to Availity with the new Wellpoint (WLPNT) EDI payer ID. The EDI file with the updated, new payer ID will usually come from the vendor.

If you have your own practice management software with a direct connection to Availity, you will need to work with your vendor or in-house EDI software representative to update the payer ID on your end.

Availity is working directly with trading partners, including clearinghouses and direct connections, to ensure a seamless transition.

### If I use the Amerigroup payer ID (26375) after January 1, 2024, will my claim/EDI file be rejected?

No. If you or your vendor submits an electronic claim with the old Amerigroup payer ID (26375) after January 1, 2024, the EDI file will not reject. While the Amerigroup payer ID (26375) will still be valid after January 1, 2024, we ask that you begin using the WLPNT EDI payer ID to reflect the new Wellpoint plan name.

### If I currently work with Amerigroup, will I be required to re-enroll in Wellpoint (WLPNT)?

No. You will not have to reenroll. You will be automatically enrolled in Wellpoint (WLPNT).

### Are there any impacts to the provider enrollment process?

You will notice a new payer ID and health plan/payer name starting on January 1, 2024. Other than that, the provider enrollment process will remain the exact same:

- When you search for health plan (payer), you will notice the new WLPNT payer ID along with a joint Wellpoint-Amerigroup name.
- If you search for Amerigroup after January 1, 2024, you will need to select the joint Wellpoint-Amerigroup payer name with payer ID WLPNT.

The screenshot shows a web form titled "Transaction Enrollment Enroll". It has a section for "PROVIDER INFORMATION" with a table containing fields for "Provider Name", "Provider NPI", "Provider TIN (EIN)", and "Orga". Below this is another table with fields for "Authorized Contact Name", "Authorized Phone Number", and "Authorized Email Address". There is a "Health Plan (Payer)" section with a "What's this" link. Below it, there are two selected health plans: "WELLPOINT -AMERIGROUP (Payer ID: WLPNT)" and "AMERIGROUP (Payer ID: 26375) x". A note at the bottom states "A maximum of 10 health plans can be selected."

*Below are answers to questions you may receive from patients:*

### Is the Aspire Health name changing?

Yes, the Aspire name is changing to Carelon Health for both Medicaid and Medicare, effective starting January 1, 2024.

### Is the CareMore Health name changing?

Yes, the CareMore name is changing to Carelon Health for both Medicaid and Medicare, effective starting January 1, 2024.

## Will my doctors and hospitals still be in the network/can I continue to see my same doctor?

There is no impact to the Amerigroup provider network because of the brand name change to Wellpoint.

## Will my plan/benefits change?

Rest assured there will be no impact or changes to coverage, access to care providers, or level of support due to the brand name change to Wellpoint.

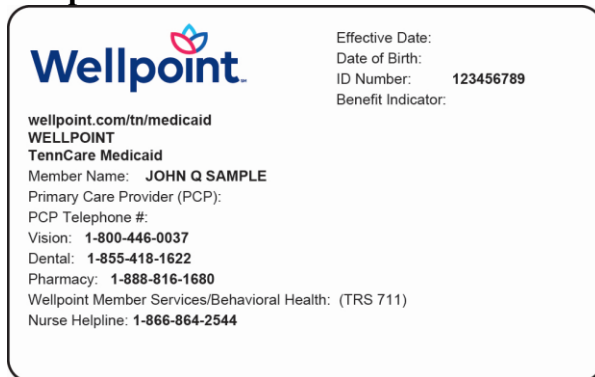
## Will there be a break or gap in my coverage?

There is no impact to your healthcare coverage because of the brand change.

## Will I receive a new member ID card?

Yes, members will receive a new ID card with the Wellpoint logo by March 1, 2024, with an effective date of January 1, 2024.

### Sample ID card:



## Can I still use my Amerigroup member ID card?

Yes, you can still use your Amerigroup member ID card. You should receive a new member ID card with the Wellpoint logo on it by March 1, 2024.

If you do not receive a new Wellpoint member ID card by March 1, 2024, you can call the new Member Services phone number at **833-731-2153** to request this card. You can also access your new card on the Sydney Health app from any smart device or from the member website.

## Do I need to re-enroll for Medicaid as a Wellpoint member if I want to stay with my current plan?

You do not need to take any action unless you have received a notice from your State Medicaid office telling you to renew your coverage. Enrollees generally renew coverage every 12 months. If you are currently with Amerigroup, you should receive a new Wellpoint ID card by March 1, 2024. Call Member Services if you have not received your new ID card.

## I just got a referral/preapproval to see a specialist. Can I still use it?

Yes, there are no changes to existing prior authorization and claims processes because of the brand name change to Wellpoint.