



Amerigroup Kansas, Inc.

Plan closure information

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Transition to centralized support management:

- For assistance, contact the Provider Relations (PR) hotline at 913-749-5955, ext. 106-134-5011, email: ks1provrel@amerigroup.com.
- Market support will end on December 31, 2018; no local operations will occur after this date.
- All PR staff will be released no later than December 21, 2018.
- Amerigroup contracts, letters of agreement and any other agreements are set to end on December 31, 2018.
- Termination letters will be sent out to Amerigroup contracted providers.
 - Contact MultiPlan, Inc. (MPI) for questions if contracted through MPI.
- Provider Services will continue to assist providers going forward and may be reached at 1-800-454-3730.

Plan closure information (cont.)



- Claim payment reconsiderations, appeals and state fair hearings, and provider grievance will continue after December 31, 2018, as required.
 - Current contractual provisions will be honored through claims run-out.
 - No local support — Everything will be handled through the Provider Services call center.
 - Call center phone number: 1-800-454-3730
 - Claim reviews and audits will continue through 2020.
- Details on the appeal process can be found at:
https://providers.amerigroup.com/ProviderDocuments/KSKS_CAID_ReconsiderationAppealStateFairHearing.pdf
 - For details after December 31, 2018, please visit the *News & Announcements* section at: <https://providers.amerigroup.com/KS>.

