



IntegraNet Health processes claims for Wellpoint (formerly Amerigroup) Medicare Advantage Plans **(except PPO)** for members of our Primary Care Physicians.

- Use Availity Provider Portal to verify eligibility and claims payor: <https://www.availity.com/>
- Questions regarding the members Benefits Package contact Amerigroup: +1 (800)-600-4441
- Verify provider network status with IntegraNet visit our [Provider Directory](#) on our website
- Timely filing for In-Network providers: 95 days from date of service

### CLAIMS PORTAL

- ❖ Submit claims electronically
- ❖ Check the status of an existing claim
- ❖ Download EOP's and/or 835 remittances
- ❖ Check eligibility
- ❖ Available to Network and Non-Network providers

Self-Register: <https://visibiledi.com/integranet/Account/Register>

Additional claims information – including the Enrollment Packet: <https://www.integranethealth.com/>

### PAPER CLAIMS

- ✓ Original, red and white CMS-1500 or CMS 1450 with black machine printed text
- ✓ Attachments must be on 8.5"x11" paper accompanied by valid claim form
- ✓ No photocopies or altered claims will be accepted

### HOW TO SUBMIT A NEW CLAIM, CORRECTED CLAIM, OR RESUBMIT A CLAIM

Paper Claim	Electronic Claim	Payor ID
IntegraNet Health c/o Wellpoint P.O. Box 924528 Houston, TX 77292 (effective 1/1/24)	<b>Provider Portal</b> <a href="https://visibiledi.com/integranet/Account/Register">https://visibiledi.com/integranet/Account/Register</a>	<b>INET1</b> <b>INET2 – Trizetto Only</b> <b>Clearinghouse: VisibilEdi.com</b> <b>*Contact your clearing house for variations of this payor ID</b>

Claims Processing Department Customer Service: (832) 320-7220

Problems with Provider Portal submit a web-ticket (not for claim submissions):

Provider portal & Appeal Status form

INet Claims Appeals, Reconsiderations & Anthem Priority Form

<https://form.jotform.com/210288349839064>

<https://form.jotform.com/210314750232138>

**DO NOT SUBMIT PAPER/ELECTRONIC CLAIMS TO APPEAL AND RECONSIDERATIONS  
THESE WILL NOT BE PROCESSED FOR PAYMENT**

**Appeals and Reconsiderations (also see Appeals FAQ): Fax (832)-320-7221**

#### PRIOR AUTHORIZATION

Providers are solely responsible for and are strongly encouraged to verify authorization requirements **prior** to rendering service. All questions regarding prior authorization call: **Utilization Management: 281-591-5289.**

Amerigroup's **PLUTO** tool can be used to determine the possible authorization requirements

<https://providers.amerigroup.com/Pages/PLUTO.aspx> **\*\* this tool is NOT a guarantee of coverage\*\***