



IntegraNet Health processes claims for Amerivantage/Amerigroup Medicare Advantage Plans (**except PPO**) for members of our Primary Care Physicians. \*Note: Prior to 8/1/2019, claims should be filed with Amerivantage/Amerigroup

- 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
1813 W. Harvard Ave Suite 204 Roseburg, OR 97471	Provider Portal <a href="https://visibiledi.com/integranet/Account/Register">https://visibiledi.com/integranet/Account/Register</a>	INET1 INET2 – Trizetto Only  *Contact your clearing house for variations of this payor ID

Claims Processing Department Customer Service: (541)-464-6296

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

Provider portal & Appeal Status form

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

INet Claims Appeals, Reconsiderations & Anthem Priority Form

<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\*\***