What is Amerigroup Community Care?
Amerigroup Community Care is a managed care company chosen by the state of Tennessee as one of two health plans that provide health care coverage to people who qualify for TennCare in the Middle Tennessee region.

Do I have to choose one of the two health plans?
No, you will be assigned to a health plan. You don’t have to do anything if you want to stay with your assigned health plan. If you want to change plans, you must call TennCare and tell them you want to switch to the other plan.

There are exceptions: if you have children with SSI, a disability or in state custody, those children can keep getting their health care coverage through TennCare Select.

Will I be able to see the same doctor when I join Amerigroup?
If the Primary Care Provider (PCP) you had before is in the Amerigroup network, you can keep seeing that doctor. If the PCP you had before is not in our network, you will be assigned to a PCP. If you don’t like that PCP, you can call Amerigroup at any time and tell us who you want as your PCP. You can also choose your PCP when you log in to our website.

Will I be able to see a doctor outside of the Amerigroup network?
It depends on situations like medical needs, where you live, etc. You should check with Amerigroup before seeing any doctor who is not your PCP or is not an Amerigroup provider. You can see any provider or hospital in case of an emergency.

How do I switch PCPs?
If you need to change your PCP, you may pick another PCP from our network at any time. To find a provider in your area, go to Find a Doctor on this website. Or you can call Member Services, and we will help you pick a new PCP. If you change your PCP, the change will start right away. Once your PCP has been changed, you will get a new ID card in the mail within 10 business days.

Will I lose my benefits if I switch?
Switching your PCP will not cause you to lose any of your health care benefits as long as that PCP is in the Amerigroup network of providers.

My children and I have different doctors. Is this OK?
Yes, as long as all the doctors are in our network.

Do I need a referral to see a specialist?
In most cases, you will continue to need a referral from your PCP to see a specialist. To find out if you need a specialist referral for a medical problem, please check your member handbook.
Can I get free rides to doctor appointments for me and my children?
Yes, you can. If you don’t have any way to get to your health care visits, you can get help with a ride for your TennCare services. If you are a child under the age of 21, you can have someone ride with you. Call 615-248-0120 or toll free 1-866-680-0633 at least three days before your health care visit to make sure that you can get a ride. If you change or cancel your health care visit, you must also call to change or cancel your ride.

Do my health care benefits stay the same with Amerigroup? Will I have any out-of-pocket expenses?
Yes, your health care benefits will remain the same as before. You might have out-of-pocket expenses, depending on what your coverage is through TennCare. If you have premiums or copays now, you will also have them with Amerigroup. But if you do not pay premiums or copays now, you will not pay premiums or copays as long as your coverage through TennCare stays the same.

Where can I get more information about my benefits?
Look around this site. It has most of the information or links you will need to find out about benefits. You can also check your Amerigroup member handbook. To see if you qualify for benefits, go to the TennCare website. To discuss details about eligibility or to enroll in a plan, you must call the TennCare Family Assistance Service Center at 1-866-311-4287.

How can I get a new ID card, handbook and directory? And if I don’t have my card when I need to go to the doctor’s office, can I still be seen?
You can get a new member ID card, handbook and directory by calling Amerigroup Member Services at 1-800-600-4441 (TTY: 711). You can also view and download your Amerigroup member handbook online.

If you go to the doctor’s office without your member ID card, you can tell them you’re with Amerigroup. The doctor’s office will call us to verify your information. Do your best to bring your card with you to every doctor.

Who do I contact if I have questions or concerns about my health care benefits?
You can check your member handbook online. You can also call the 24-hour Nurse HelpLine at 1-800-600-4441 for any nonemergency health-related questions or concerns. However, if you have questions regarding your TennCare eligibility, you should contact the TennCare Family Assistance Service Center directly at 1-866-311-4287 or online.