



INFORMATIONAL LETTER NO. 2543-MC-FFS

DATE: January 4, 2024

TO: All Iowa Medicaid Medical Providers

APPLIES TO: Managed Care (MC), Fee-for-Service (FFS)

FROM: Iowa Department of Health and Human Services (HHS), Iowa Medicaid

RE: Amerigroup Iowa, Inc. Rebranding to Wellpoint Iowa, Inc.

EFFECTIVE: January 1, 2024

Effective January 1, 2024, Amerigroup Iowa, Inc. a subsidiary of Elevance Health¹ serving Medicaid enrollees, rebranded as Wellpoint Iowa, Inc.

The [HHS website](#)² and HHS communication materials will begin to reflect this rebranding. All mentions of Amerigroup on the website and in future communications will be changed to Wellpoint starting on January 1, 2024. Additionally, during the first few months of this rebrand, Wellpoint will be referred to as “Wellpoint, formerly Amerigroup.”

PROVIDER UPDATES

Provider Services, Emails and Website

The Provider Services line number is changing to support the new Wellpoint brand. The new Wellpoint (formerly Amerigroup) Provider Services number is 833-731-2143. This line will continue to be staffed Monday through Friday, 7:30 a.m. to 6:00 p.m. Central time. Providers can continue to call Wellpoint (formerly Amerigroup) Provider Services at 800-454-3730. All old phone numbers will automatically transfer over to the new phone numbers.

Amerigroup emails will transition to Wellpoint emails. However, provider contacts will receive emails sent to either the Amerigroup or Wellpoint email addresses.

¹ Elevance Health was formerly known as Anthem, Inc.

² <https://hhs.iowa.gov/>

There is also a [new Wellpoint \(formerly Amerigroup\) public provider website](#)³ which launched January 1, 2024. Providers will automatically be redirected to the new website if the old website is used.

EDI Payer ID Change

The current Amerigroup payer ID (26375) changed to a new Wellpoint payer ID (WLPNT). Starting on January 1, 2024, WLPNT will be the new payer ID. Both the old Amerigroup payer ID (26375) and the new Wellpoint payer ID (WLPNT) will continue to be accepted after January 1, 2024, regardless of dates of service. The Amerigroup payer ID (26375) is not terminating.

There are further details in the FAQs on the Amerigroup provider websites. Both the old Amerigroup website and new Wellpoint website contain this information.

Prior Authorization (PA), Claims and the Provider Network

There are no changes to existing PA and claims processes because of the brand name change to Wellpoint.

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

Agreements and Credentialing

There will be no changes to current agreements or levels of support with healthcare providers – now or in the future – because of this name change. Providers who serve current Wellpoint (formerly Amerigroup) members will also have continued access to tools and resources to help streamline day-to-day administrative tasks.

Credentialing processes will remain the same.

Eligibility and Verification System (ELVS)

Eligibility for Amerigroup is the same as eligibility for Wellpoint.

³ <https://www.provider.wellpoint.com/iowa-provider/home>

MEMBER UPDATES

Member Medicaid Services

The Member Medicaid Services line number is changing to support the new Wellpoint brand. The new Wellpoint (formerly Amerigroup) Member Services number is 833-731-2140 (TTY 711). Members can still call Monday through Friday, 7:30 a.m. to 6:00 p.m. Central time. Members can continue to call Wellpoint (formerly Amerigroup) Member Services at 800-600-4441. Calls to the old service number will automatically redirect to the new service phone number.

The [new Wellpoint public member website](#)⁴ launched December 8, 2023. Members will automatically be redirected to the new website if the old website is used.

ID Cards

New ID cards with the Wellpoint brand will be mailed in early 2024. Members can continue using their current card to access all existing services until their new card arrives. Member ID numbers will not change. Iowa members who have questions can contact the Member Services via the phone number on the back of their ID card. Old ID cards will still work during the transition period.

If members do not receive a new Wellpoint member ID card, they may call the new Wellpoint Member Services phone number 833-731-2140 (TTY 711) to request this card. They can also access their new card on the Sydney Health app from any smart device or from the member website.

Benefits

There will be no impact or changes to current Wellpoint (formerly Amerigroup) members' healthcare benefits or coverage. Members will continue to have access to their established primary care providers (PCP), specialists, hospitals and other healthcare facilities.

FREQUENTLY ASKED QUESTIONS (FAQ)

For more information about the rebrand, please see [Wellpoint Frequently asked questions \(FAQs\)](#)⁵.

⁴ <https://www.wellpoint.com/ia/medicaid>

⁵ <https://www.wellpoint.com/faqs>