

Web Precertification Status and Appeals Tutorial

Precertification Status and Appeals

Use the Amerigroup Provider self-service website to check the status of a precertification request, submit a request for Amerigroup to change a decision we made on a precertification request that resulted in a denial or partial denial, and review the status of the appeal request.

Things to remember

1. A red asterisk (*) indicates a required field.
2. If an entry is incorrect, you will see an error message with instructions.
3. If you cannot correct an error or need assistance, please call Amerigroup Provider Services at 1-800-454-3730 .
4. You must be logged in to providers.amerigroup.com or www. Availity.com to follow the steps in this guide.

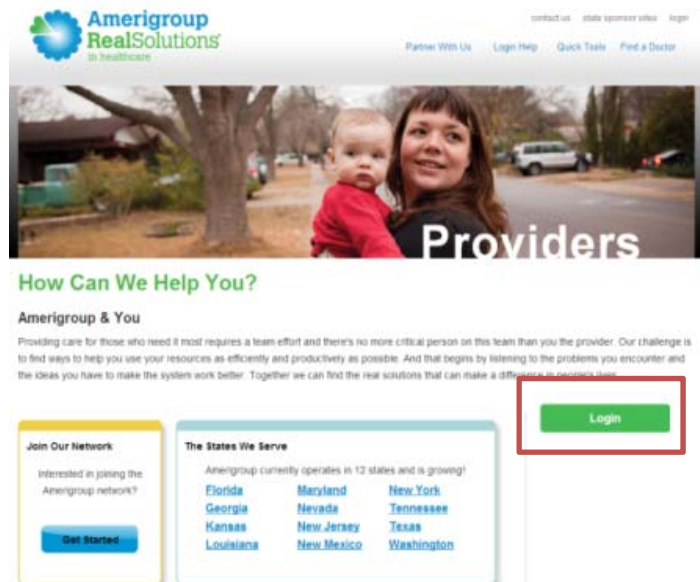
Check Precertification Status

Providers can access the precertification tool by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

From the Amerigroup provider self-service website

If you are navigating to the precertification tool from providers.amerigroup.com:

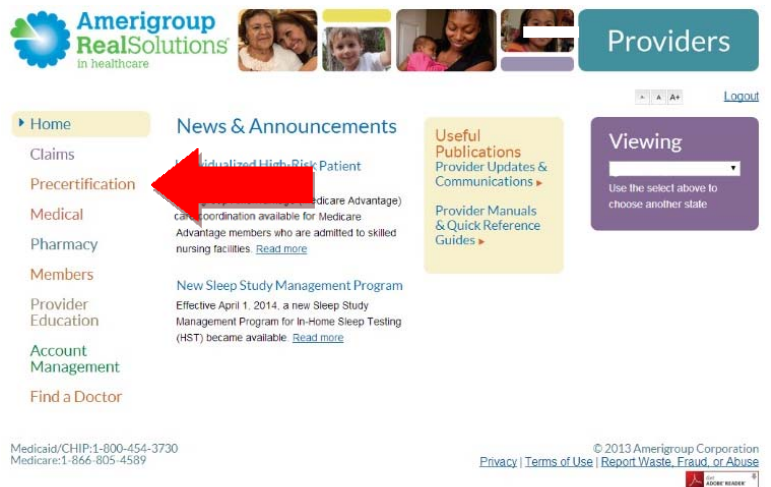
Click on Login and enter your Availity ID and password



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Select precertification on the left-hand navigation



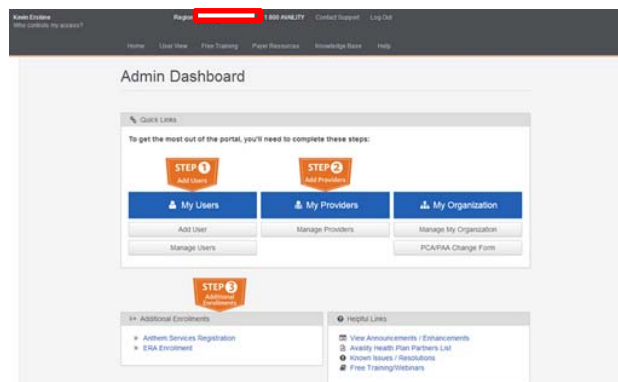
From the Availity website

If you are navigating to the precertification tool from www.Availity.com:

Click Log in and enter your Availity ID and password



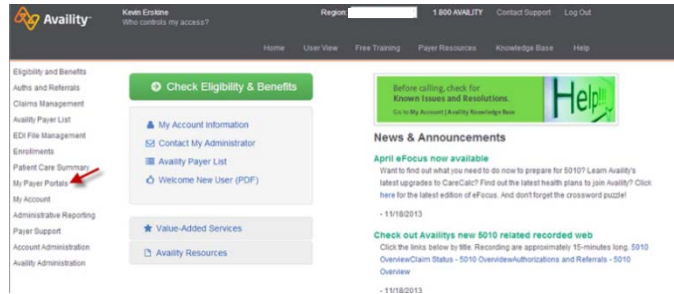
Select your state from the drop-down list in the top tool bar



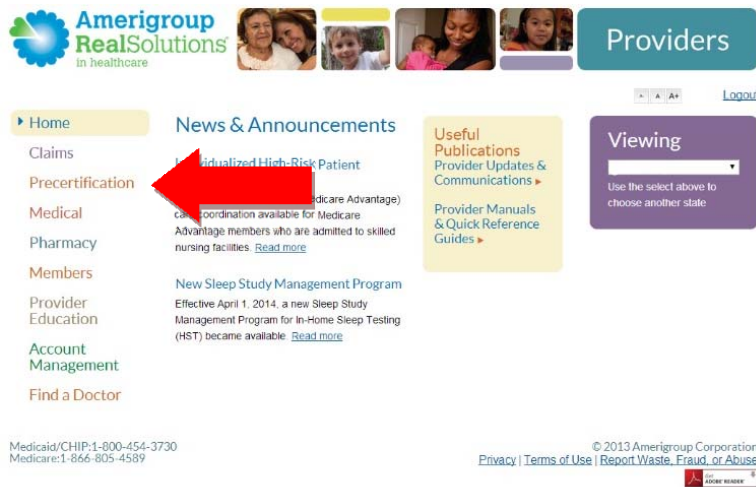
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Select Amerigroup Provider Self-Service from the My Payer Portals in the left-hand navigation of either the Account Administrator or normal user screen



Select the Precertification tab from the left hand navigation of the Amerigroup provider self-service website



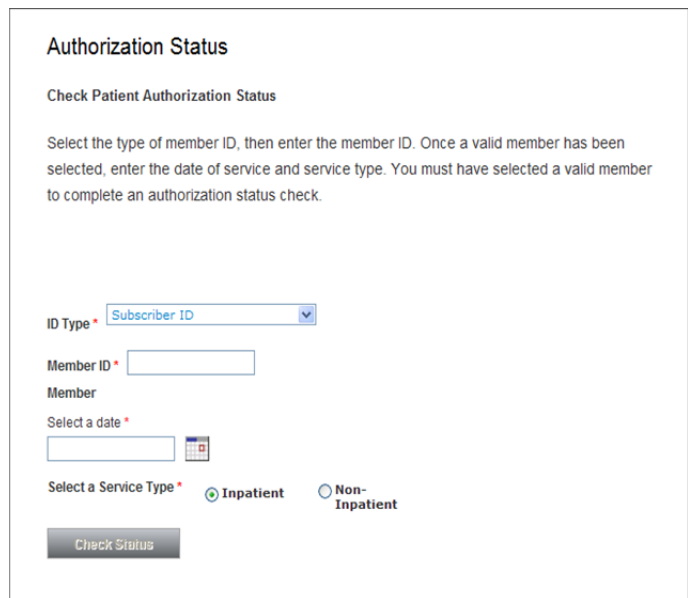
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From the Precertification tab, select Check the status of a precertification and/or file an appeal.



The screenshot shows the Amerigroup RealSolutions website interface. The top navigation bar includes the logo and a 'Providers' button. The main content area is titled 'Precertification' and contains several buttons: 'For General Services • Maternity/OB Emergent Admission • Medical Injectables', 'For General Pharmacy', and 'Check Status:'. Under 'Check Status:', there are two buttons: 'Check status of a precertification and/or file an appeal' (highlighted with a red arrow) and 'Check status of an appeal'. A sidebar on the left lists navigation options: Home, Claims, Precertification (highlighted), Medical, Pharmacy, Members, Provider Education, Account Management, and Find a Doctor.

1. Click the **ID Type** drop-down menu and select the specific ID type or **All ID Types**.
2. Key the ID number type that corresponds with the ID type selected.
3. Enter the date of service for which the authorization was submitted in the **Select a date** field.
4. Select the appropriate **Service Type** radio button.
5. Click the **Check Status** button.



The screenshot shows the 'Authorization Status' form. The title is 'Authorization Status'. Below the title is the instruction 'Check Patient Authorization Status'. The form contains the following fields and options:

- ID Type**: A dropdown menu with 'Subscriber ID' selected.
- Member ID**: A text input field.
- Member**: A text input field.
- Select a date**: A date picker field.
- Select a Service Type**: Two radio buttons, 'Inpatient' (selected) and 'Non-Inpatient'.
- Check Status**: A button at the bottom of the form.

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6. The authorizations that meet the search criteria entered will display.

The following inpatient authorizations were found for:

- Member: Brown, Joe (123456789)
- Date of Service: 10/01/2012

Ref ID	Auth Status	Denial Reason	Procedure Code/ Service Group	Start Date of Auth	Servicing Provider
10000001	Approved		Gastrointestinal Services	10/01/2012	Dr. Jane Smith
10000001	Denied	Not Medically Necessary	Gastrointestinal Services	10/01/2012	Dr. Jane Smith
	Pended		Nuclear Cardiac Imaging	10/04/2012	Dr. Jane Smith

7. Click the **Ref ID** link next to the appropriate status you want to review. Details about the authorization decision will display.

- If the authorization was denied, click the **Appeal Auth** button to appeal the denial. Refer to **Submit an Authorization Appeal**.
- Click **Return to Results** to return to the main search results.
- If no authorizations are found, try your search again to be sure the information was entered correctly or try using different information.
- If you continue to have issues, please call Amerigroup Provider Services at 1-800-454-3730.

UM Ref ID: 1001 **Auth Status: Denied**

< Disclaimer >

Member Brown, Joe (123456789)
Member Date of Birth 12/07/1987

Submission Date 10/1/2012
Admissions Date 10/2/2012
Authorization Type Inpatient
Place of Service 21 - Inpatient Hospital
Procedure Code / UMSG 43235 - Gastrointestinal Services

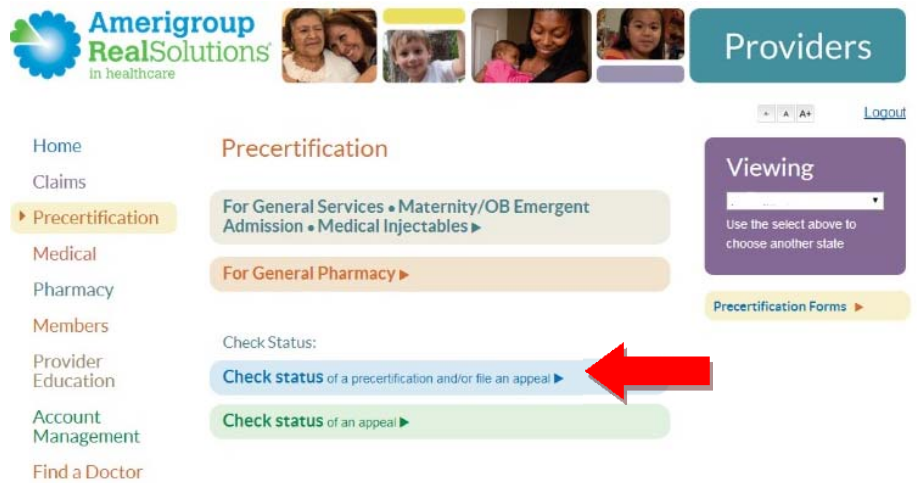
Requesting Provider Smith, Jane
Tax ID 123412341
NPI 5432154321

Servicing Facility Memorial Health System
AGP Facility ID
Primary Address 123 Main Street
 Kansas City, KS 66105

Diagnosis Code 530.81 - GERD
Type of Admission Medical
Surgical Date 10/05/2012
Expected Discharge Date 10/10/2012

Submit an Authorization Appeal

From the Precertification tab, select
Check the status of a
precertification and/or file an appeal.



- If the authorization was denied, click the **Appeal Auth** button to appeal the denial.
1. The **Authorization Appeals** screen will open, and the authorization request details submitted by the provider will automatically populate in the **Authorization Appeal** section.
 2. Type the reason for the appeal in the **Summary of Appeal** dialog box.
 3. Enter the contact information in the **Authorization Appeal Contact Information** section.
 4. Click the **Browse** button and locate any files you wish to submit that support your request for authorization appeal. The file path will display in the field. You can attach up to 5 files for a total file size of 25MB. Acceptable file formats are Microsoft Word and Excel files, PDFs and TIFFs.
 5. Repeat these steps until all necessary supporting files are attached to the request.
 6. Review and edit the information you entered for the appeal request.
 7. Click the **Submit Appeal** button when you're ready to submit your appeal request. You will receive a confirmation when your appeal is successfully submitted.

Authorization Appeals

<<Descriptive Text??>>

Authorization Appeal

Servicing Provider ID: 112345456	Provider Name: Turner, Joseph P	
Provider Address: 3901 Rainbow Boulevard	Provider City: Kansas City	Provider State: KS Provider Zip: 66160
Member ID Number: 1122334455	Member Last Name: Michel	Member First Name: Dennis
Member Address: 627 Elm Street	Member City: Hlsside	Member State: KS Member Zip: 66036
Member DOB: 10/04/1959	Date of Service From: 02/15/2012	Date of Service From: 02/15/2012
Authorization Type: Outpatient		

Please describe the reason for this appeal below

Summary of Appeal *

Authorization Appeal Contact Information

First Name *

Last Name *

Street Address *

City *

State * Kansas

Supporting Files (25MB Maximum, tif, tiff, pdf, xls, doc, docx Format Only)

1.	<input type="text"/>	<input type="button" value="Browse"/>
2.	<input type="text"/>	<input type="button" value="Browse"/>
3.	<input type="text"/>	<input type="button" value="Browse"/>
4.	<input type="text"/>	<input type="button" value="Browse"/>
5.	<input type="text"/>	<input type="button" value="Browse"/>

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8. Keep a copy of the confirmation number. You will need this number if you have to follow up on your request.

A screenshot of a web page titled "Authorization Appeals". The page contains the following text: "Appeal request for Amerigroup to change a decision made on an authorization, which has resulted in a denial or partial denial." Below this, a message states "Your appeal has been submitted" followed by "Confirmation #: KS21123". This message is circled in orange. Underneath, it says "Authorization Appeal" and lists provider details: "Servicing Provider ID: 112345456", "Provider Address: 3901 Rainbow Boulevard", "Provider City: Kansas City", and "Provider State: KS". A blue button labeled "Submit Another?" is located on the right side of the page.

Authorization Appeals

Appeal request for Amerigroup to change a decision made on an authorization, which has resulted in a denial or partial denial.

Your appeal has been submitted
Confirmation #: KS21123

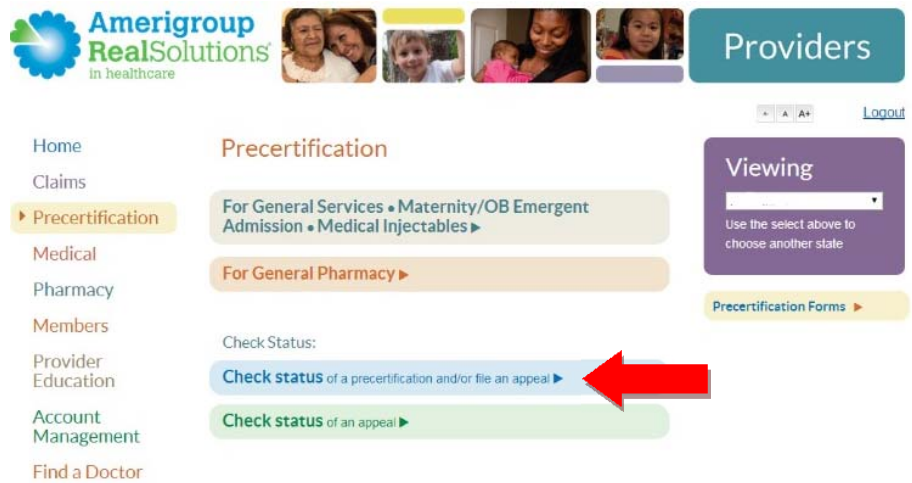
Authorization Appeal

Servicing Provider ID: 112345456
Provider Address: 3901 Rainbow Boulevard
Provider City: Kansas City
Provider State: KS

[Submit Another?](#)

Review Authorization Appeal Status

From the Precertification tab, select Check the status of an appeal.



1. Click the **Provider ID** drop-down menu and select the appropriate provider ID.
2. Enter the appeals submission date range in the **Start Date** and **End Date** fields. Use date format mm/dd/yyyy.
4. Click the **ID Type** drop-down menu and select the specific ID type or **All ID Types**.
5. Enter the ID number type that corresponds with the ID type selected in the **Member ID** field.
6. Click **Search**.
7. Review the search results to verify the status of your appeal request.
 - If no appeals are found, click the **Revise Search** button to try again.
 - If you still don't find a record of your appeal, call our Provider Services team at 1-800-454-3730.

Appeals

Our appeals status tool allows you to check the status of your submitted appeals.

Appeals Status

Provider ID *

For all dates entered please use mm/dd/yyyy format.

Enter the Appeals Submission Date Range 'Start Date', select 'Member ID Type' from the dropdown, enter the 'Member ID' and click 'Search'. All appeals for the selected 'Range Start' and member will display.

Appeal Submission Date Range:

Start Date *

End Date *

ID Type *

Member ID *

Member Mitchell, Dennis (1122334455)

Appeals

Our appeals status tool allows you to check the status of your submitted appeals.

Appeals Status

Our appeals status tool allows you to check the status of your submitted appeals.

- Provider ID of 123456789 - Turner, Joseph
- Member: Mitchell, Dennis (1122334455)
- Appeals Submission Date Range of 02/12/2012 to 02/20/2012

Search Results

Results (3) <<< Page 1 of 1 >>> Results per page 10

APPEAL #	STATUS	DECISION RATIONALE	APPEAL LEVEL	MEMBER #	AUTH#	CLAIM #	DATE SUBMITTED	DECISION DATE
1001	In Process		Fair Hearing	1122334455		111560848200	02/14/2012	
1023	Upheld	Benefits limit reached	Fair Hearing	1122334455		111560848200	02/15/2012	02/20/2012
1098	Overturned	Medically Necessary	Level 2	1122334455		111560848100	02/18/2012	02/22/2012