

# Provider Newsletter



<https://providers.amerigroup.com/GA>

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## Table of Contents

Pharmacy management information	Page 2
Quarterly pharmacy formulary change notice	Page 2
Coding spotlight: substance use disorders and smoking	Page 2
<i>What Matters Most: Improving the Patient Experience</i> CME	Page 2
Electronic data interchange gateway update	Page 3
UPDATE: Prior authorization requirements for high-level, definitive drug testing delayed	Page 4
<b>Reimbursement Policy:</b>	
Claims Requiring Additional Documentation	Page 4

## Pharmacy management information

### Need up-to-date pharmacy information?

Log in to our [provider website](#) to access our *Formulary Prior Authorization* forms, *Preferred Drug List* and process information.



### Have questions about the *Formulary* or need a paper copy?

Call our Provider Services department at 1-800-454-3730.

Our Member Services representatives serve as advocates for our members. To reach Member Services, please call 1-800-600-4411 (TTY).

GA-NL-0136-18

## Quarterly pharmacy formulary change notice

At our first quarter 2018 Pharmacy and Therapeutics Committee meeting, formulary changes were reviewed and approved. Effective August 1, 2018, these changes were applied to all Amerigroup Community Care patients.

View the newly applied formulary changes in the full [Provider Update](#).

GA-NL-0137-18

## Coding spotlight: substance use disorders and smoking

Drug addiction or substance use disorder affects a person's brain and in turn their behavior. Substance addiction can start with the experimental use of a drug in a social situation or with exposure to prescribed medications. Eventually it leads to an inability to control the use of the legal or illegal drug or medication. When a patient is diagnosed with an alcohol- or drug-related disorder, the diagnosis is often more complex, as such



conditions are susceptible to both psychological and physiological signs, symptoms, manifestations and comorbidities. This article aims to equip you with the information you need to provide high-quality care to patients struggling with substance use as well as how to code for the services provided to them.

For detailed information on substance use disorders and smoking including health risks, diagnosis and treatment, HEDIS® quality measures related to substance use, and coding information, please view the full update on our [provider website](#).

*HEDIS is a registered trademark of the National Committee for Quality Assurance (NCQA).*

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## What Matters Most: Improving the Patient Experience CME

### Are you looking for innovative ways to improve your patients' experiences?

Numerous studies have shown that a patient's primary health care experience and, to some extent, their health care outcomes are largely dependent upon health care provider and patient interactions. Recently, Amerigroup Community Care announced the launch of a new online learning course — *What Matters Most: Improving the Patient Experience* — to address gaps in and offer approaches to communication with patients. This curriculum is available at no cost to providers and their clinical staff nationwide.



For more information on *What Matters Most: Improving the Patient Experience*, check out the [full Provider Update](#) on our website.

GA-NL-0131-18

## Electronic data interchange gateway update

Amerigroup Community Care has designated Availity as a no-cost option to operate and service your electronic data interchange (EDI) entry point (or EDI gateway). This designation will ensure greater consistency and efficiency in EDI submission.

### Who is Availity?

Availity is well known as a web portal and claims clearinghouse, but they are much more. Availity also functions as an EDI gateway for multiple payers and serves as the single EDI connection.



Your organization can submit and receive the following transactions through Availity's EDI gateway:

- 837 — institutional claims
- 837 — professional claims
- 837 — dental claims
- 835 — electronic remittance advice (ERA)
- 276/277 — claim status
- 270/271 — eligibility request

### Availity payer IDs

You can access the *Availity Payer List* [here](#).

### Electronic funds transfer (EFT) registration

To register or manage account changes for EFT only, use the [EnrollHub™](#), a CAQH Solutions™ enrollment tool, a secure electronic EFT registration platform. This tool eliminates the need for paper registration, reduces administrative time and costs, and allows you to register with multiple payers at a time.

If you were previously registered to receive EFT only, you must register using EnrollHub to manage account changes. No other action is needed.

### ERA registration

Use Availity to register and manage account changes for ERA. If you were previously registered to receive ERA, you must register using Availity to manage account changes.

Manage your paper remittance vouchers suppression (turn off) [here](#).

### Get started with Availity:

- If you wish to submit directly to Availity, setup is easy. Go to the [Availity Welcome Application](#) and begin the process of connecting to the Availity EDI Gateway for your EDI transmissions.
- If you wish to use another clearinghouse or billing company, please work with them to ensure connectivity.

### Need assistance?

The [Availity Quick Start Guide](#) will assist you with any EDI connection questions.

### Contacting Availity

If you have any questions, call Availity Client Services at 1-800-AVAILITY (1-800-282-4548) Monday-Friday from 8 a.m.-7:30 p.m. Eastern time.

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## Prior authorization (PA) requirements

### UPDATE: PA requirements for high-level, definitive drug testing delayed

In the last edition of the newsletter, Amerigroup Community Care communicated that the PA for high-level, definitive drug testing(s) was changing for Georgia Families members.

There is a delay in implementing this change and a new effective date has yet to be determined.

If you have questions about this communication, please contact your Provider Relations representative.

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Federal and state law, as well as state contract language and Centers for Medicare & Medicaid Services guidelines, including definitions and specific contract provisions/exclusions, take precedence over these PA rules and must be considered first when determining coverage. **Noncompliance with new requirements may result in denied claims.**

**To request PA, you may use one of the following methods:**

Web: <https://www.availity.com> • Fax: 1-800-964-3627 • Phone: 1-800-454-3730

Not all PA requirements are listed here. Detailed PA requirements are available to contracted and noncontracted providers on our provider website (<https://providers.amerigroup.com/GA> > Provider Resources & Documents > Quick Tools > Precertification Lookup Tool). Providers may also call us at 1-800-454-3730 for PA requirements.

## Reimbursement Policy

### Policy Update

### Claims Requiring Additional Documentation

(Policy 06-031, effective 03/01/19)

Professional providers and facilities are required to submit additional documentation for adjudication of applicable types of claims. If the required documentation is not submitted, the claim may be denied. Amerigroup Community Care may request additional documentation or notify the provider or facility of additional documentation required for claims, subject to contractual obligations.

Effective March 1, 2019, itemized bills must be submitted with the appropriate revenue code for each individual charge.

For additional information, please review the Claims Requiring Additional Documentation reimbursement policy at <https://providers.amerigroup.com/GA> > Quick Tools > Reimbursement Policies > [Medicaid/Medicare](#).

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