



Amerigroup Iowa, Inc. system configuration updates

The table below provides information related to claims issues impacting several providers. This information will be updated weekly on Fridays. Continue to follow the existing process by reaching out to your Provider Solutions Representative for concerns.

Known system issue	Brief description	Date issue identified	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
Home health services, not covered by primary carrier	Effective April 1, 2020, there was enhancement to claims processing by waiving primary carrier <i>EOB</i> or coordination requirement when diagnosis code Z76.89 is present on the claim; system edits are presently only in alignment to waive OHI in the 2nd diagnosis position; enhancements are underway to recognize this diagnosis in any nonprimary diagnosis position; this guidance is available here	5/8/2020	In process	Home health providers	77	8/13/2020 short term fix	Ongoing proactive claims reprocessing
GEMT (A0999) — missing modifier denial	In some circumstances, GEMT claims are denying for lack of modifier, when it is not required; claims may be denied with ea7 explanation code	6/17/2020	In process	GEMT approved ambulance providers	12	Completed 7/17/2020	9/25/2020
i41 denials — procedure/modifier combination invalid denials	Over application of CMS guidance that conflicts with State directive on submission of modifiers on some DME products	7/21/2020	In process	DME	46	Completed 8/30/2020	9/21/2020
Reject rule 98 — billing provider enrollment	A development to claims acceptance rules has prompted invalid claims rejections, based upon provider enrollment.; Amerigroup uses systems edits to only accept claims of providers who are enrolled with Iowa Medicaid; presently, this edit is over applying this	9/14/2020	In process	All	54	10/14/2020 * Amerigroup will be requeuing invalid rejections on a daily basis	10/14/20 * No reprocessing needed; claims will requeue and adjudicate

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

	edit, prompting rejections for providers who have more than one enrollment status, for example, one record is termed, while three other combinations are still actively enrolled; the resolution will ensure the edits evaluate each provider's record to its unique enrollment status					until issue is remediated in full (first requeue of claims started September 15)	
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Date posted: September 25, 2020