

Provider Update

Important update: behavioral health CPT codes and precertification rules

Summary of update: Effective for dates of service on and after November 1, 2019, Amerigroup Iowa, Inc. updated precertification requirements for outpatient behavioral health services.

Provider types impacted

These updated precertification requirements do not apply to psychiatrists or psychologists. All other provider types licensed in Iowa to practice psychotherapy are affected by these changes.

What this means to me

Amerigroup will begin monitoring member outpatient psychotherapy sessions for the codes referenced in the table below for dates of service on and after November 1, 2019

All codes and modifiers must be used in accordance with standard billing guidelines in addition to the appropriate ICD diagnosis codes. This applies to both electronic and paper claims.

What if I need precertification for a service?

This policy change requires precertification for all of the codes in the table below after 24 sessions/encounters have been billed in a 12-month period. This includes sessions that might be held with different providers.

CPT code	Description	Daily unit max limit	Variable (1 unit equivalent)	2019 precertification requirement
90832	Psychotherapy — 30 minutes	1	1 encounter	Yes
90834	Psychotherapy — 45 minutes	1	1 encounter	Yes
90837	Psychotherapy — 60 minutes	1	1 encounter	Yes

How do I request precertification?

Request precertification by:

- Faxing your request to 1-866-877-5229. Find the Amerigroup-approved fax form, *Mental Health Outpatient Treatment Report Form*, on our provider website at <http://providers.amerigroup.com/IA>.
- Checking the status of your request by logging into Availity. You may also call Provider Services at 1-800-454-3730.

<https://providers.amerigroup.com>



How can I monitor services?

Quickly retrieve detailed information about your Amerigroup patients through our provider site using Patient360. This real-time dashboard gives you a robust picture of a patient's health and treatment history and will help you facilitate care coordination.

To access Patient360:

- Log in to the secure provider site at <https://www.availity.com>.
- Select **Amerigroup** under *Payer Spaces*.
- Select **Patient360** from *Applications*.
- Enter a specific member's information.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730, Monday-Friday from 7:30 a.m.-6 p.m. Central time or send an email to IowaProviderQuestions@amerigroup.com.