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The Medical Policies and Clinical Utilization Management (UM) Guidelines below were developed or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed. For markets with carved-out pharmacy services, the applicable listings below are informational only.

Please share this notice with other members of your practice and office staff.

To search for specific policies or guidelines, visit https://medicalpolicies.amerigroup.com/am_search.html.

Medical Policies
On September 13, 2018, the Medical Policy and Technology Assessment Committee (MPTAC) approved several Medical Policies applicable to Amerigroup Iowa, Inc. View the full update online for a list of the policies.

Clinical UM Guidelines
On September 13, 2018, the MPTAC approved the following Clinical UM Guidelines applicable to Amerigroup. View the full update online for a list of the guidelines adopted by the medical operations committee for the Government Business Division on September 27, 2018.

Coding spotlight: diabetes — provider guide to coding the diagnosis and treatment of diabetes

Diabetes mellitus is a chronic disorder caused by either an absolute decrease in the amount of insulin secreted by the pancreas or a reduction in the biologic effectiveness of the insulin secreted.

Facts

- According to the 2017 Diabetes Report Card, the rates of new cases of diabetes among adults living in the U.S. has decreased, and the rates of new cases among children and adolescents has increased.¹
- Diabetes is the seventh leading cause of death in the United States.²


IA-NL-0138-18
My Diverse Patients — a website to support your diverse patients

While there's no single, easy answer to the issue of health care disparities, the vision of My Diverse Patients is to harness the power of data and identify ways to bridge gaps often experienced by diverse populations.

We've heard it all our lives: in order to be fair, you should treat everybody the same. But the challenge is that everybody is not the same — and these differences can lead to critical disparities not only in how patients access health care, but in their outcomes as well.

"The challenge is that everybody is not the same — and these differences can lead to critical disparities not only in how patients access health care, but in their outcomes as well."

The reality is that burden of illness, premature death and disability disproportionately affects certain populations. My Diverse Patients features robust educational resources to help support you in addressing these disparities, such as:

- Continuing medical education about disparities, potential contributing factors and opportunities for you to enhance care.
- Real life stories about diverse patients and the unique challenges they face.
- Tips and techniques for working with diverse patients to promote improvement in health outcomes.

Accelerate your journey to becoming your patients’ trusted health care partner by visiting [https://mydiversepatients.com](https://mydiversepatients.com) today. You may also access the site with the QR code provided.

Electronic data interchange gateway update

Amerigroup Iowa, Inc. 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

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.

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 one 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.

Contacting Availity
If you have any questions, call Availity Client Services at 1-800-AVAILITY (1-800-282-4548), Monday-Friday, from 7 a.m.-6:30 p.m. Central time.

IA-NL-0137-18
## Prior authorization requirements

### Sublocade

Effective March 1, 2019, prior authorization (PA) requirements will change for the injectable/infusible drug Sublocade to be covered by Amerigroup Iowa, Inc.

**PA requirements will be added to the following:**
- Sublocade (Buprenorphine) — implant (J0570)
- Sublocade — injectable (Q9991, Q9992)

IA-NL-0129-18

### Subcutaneous Implantable Defibrillator system

Effective March 1, 2019, prior authorization (PA) requirements will change for the Subcutaneous Implantable Defibrillator system to be covered by Amerigroup Iowa, Inc.

**PA requirements will be added to the following:**
- Subcutaneous Implantable Defibrillator system — insertion or replacement of permanent subcutaneous implantable defibrillator system, with subcutaneous electrode, including defibrillation threshold evaluation (33270)

IA-NL-0133-18

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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](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/IA > Provider Resources & Documents > Quick Tools > Precertification Lookup Tool](https://providers.amerigroup.com/IA)). Providers may also call us at 1-800-454-3730 for PA requirements.