

Your service is **golden**

Top athletes get gold medals. Top students get gold stars. Our top performing behavioral health facilities get the Gold Card Program. It's our way of rewarding providers who consistently provide efficient, high-quality services.

What is the Amerigroup Gold Card Program?

We started it in 2005 with the goal of partnering with selected facilities to streamline the review process for members admitted to behavioral health beds.

Who is eligible?

Potential Gold Card providers must meet the following minimum criteria:

- Be a **high-volume behavioral health facility** in relation to other facilities in the service area
- **Demonstrate high-quality patterns of utilization** (e.g., 30-day readmission rates, average length of stay)

- **Demonstrate high standards for quality of care** based on a below average frequency and severity of Quality of Care complaints
- **Be willing to abide by the program procedures**

Facilities selected for consideration for the program must agree to participate and enter into an agreement that details the requirements of the program.

How does it work?

- Once the program is implemented, **facilities notify us** of member admissions,* provide a limited data set of clinical information and are given an authorization for a set number of units.
- We initiate **concurrent review** of the stay only if additional authorization is requested for continued stay beyond the initial authorization; otherwise, the facility notifies our utilization management staff of discharge information within 24 hours of discharge.
- We **monitor utilization data** for all Gold Card providers and provide feedback on a quarterly basis.
- At least annually, our staff will **visit the facility to review** utilization and quality of care data, obtain feedback from facility staff on the program, and discuss any barriers to members receiving optimal care in the community following discharge; facilities can be removed from the program if targets are not met over time.

* The only exception to the above procedures is for 30-day readmissions, which are always subject to the full clinical review process.

Do I have to participate if I am an Amerigroup provider?

Participation is completely voluntary and may be ended at any time by the facility or by Amerigroup.

How can I find out more?

If your facility would like to learn more about the Gold Card Program, please contact your local Provider Relations representative or call our Provider Service Line at **1-800-454-3730**.



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