

Physical and occupational therapy reviews

Summary: Effective January 1, 2019, Amerigroup Community Care will transition the management of adult physical therapy (PT) and occupational therapy (OT) medical necessity reviews for members 21 years of age and over from OrthoNet LLC (OrthoNet) to the Amerigroup Utilization Management (UM) team.

What this means to me

Beginning January 1, 2019, PT and OT treatment requests for members 21 and over must be reviewed by Amerigroup for prior authorization (PA). You may request PA by submitting complete clinical information to Amerigroup:

- By fax at 1-866-920-6180.
- By visiting <https://www.availability.com> to access the Interactive Care Reviewer PA tool.

Requests submitted with incomplete clinical information may result in a denial. The initial PT and OT evaluation does not require PA, but subsequent treatments will. Detailed PA requirements are available to contracted providers by accessing the provider self-service tool at <https://www.availability.com>.

What is the impact of this change?

Amerigroup will use our *Medical Policies* and *Clinical UM Guidelines* to determine medical necessity for the requested therapies. You may access these policies and guidelines at <https://medicalpolicies.amerigroup.com>.

Are there any other changes related to PA by Amerigroup?

No, Amerigroup will continue to require that PT and OT be provided in a freestanding office setting unless there is a special reason for the service to be provided in a hospital setting. For the most up-to-date list of participating freestanding PT and OT providers, use the referral directory at <https://providers.amerigroup.com/MD>.

For services that are scheduled on January 1, 2019, or after, physicians must contact Amerigroup to obtain PA for services. Providers are strongly encouraged to verify that a PA has been obtained before scheduling and performing services. Beginning December 17, 2018, providers will be able to contact Amerigroup for PA for services to take place on January 1, 2019, or after.

PA requests sent directly to OrthoNet on January 1, 2019, or after will delay the medical necessity determination.

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.