Provider Quick Reference

Precertification/notification requirements
Important phone numbers
Revenue codes

Tennessee
1-800-454-3730
1-866-840-4991 (Long-Term Services and Support)

providers.amerigroup.com/TN
Precertification is required for coverage of all services.

Chemotherapy
- Procedures related to the administration of approved chemotherapy medications do not require approval when performed in outpatient settings by a participating facility, provider office, outpatient hospital or ambulatory surgery center.
- For information on coverage of and precertification requirements for chemotherapy drugs, please refer to the Precertification Lookup Tool from the Quick Tools menu on our website.
- Precertification is required for coverage of inpatient chemotherapy.

Court-ordered Services
- Court-ordered behavioral health services will be provided in accordance with state laws. Amerigroup Community Care may apply medical necessity criteria after 24 hours of emergency services unless there is a court order prohibiting release.
- Mandatory Outpatient Treatment: Amerigroup will provide mandatory outpatient treatment for members found not guilty by reason of insanity following a 30-60-day inpatient evaluation or for other reasons. Treatment can be terminated only by the court.

Dermatology Services
- No precertification is required for Evaluation and Management (E&M, testing and most procedures).
- Services considered cosmetic in nature or related to previous cosmetic procedures are not covered.
- See the Diagnostic Testing section of this QRC for more information.

Diagnostic Testing
- No precertification is required for routine diagnostic testing.
- Precertification is required for coverage of video EEG.
- Precertification through AIM Specialty Health is required for coverage of CTA, MRA, MRI, CAT scan, nuclear cardiology, stress echocardiography, transesophageal echocardiography, echocardiogram and PET scan. Contact AIM by phone at 1-800-714-0040 or online at www.aimspecialtyhealth.com/goweb. AIM will locate a preferred imaging facility from the Amerigroup network of radiology service providers.
- No precertification is required for tests performed in conjunction with an inpatient stay.
Durable Medical Equipment (DME)
Coordinate all DME referrals through Amerigroup Utilization Management (UM) at 1-800-454-3730. You can fax referral requests to 1-877-423-9958. Medical necessity is required for all services. All referral requests must contain, at a minimum, the following information:
- First and last name of patient
- Address where service is to be rendered
- Patient or caregiver’s phone number with area code
- Patient’s date of birth and gender
- Current and clear physician orders
- Diagnosis and documentation to support requested service(s) or equipment (e.g., sat levels for O2)
- Allergies, disability status, height, weight or diabetic status
- Desired start of care date
- Services or equipment required including size, quantity, frequency, brand, etc.
- Ordering physician name and phone number
- Amerigroup subscriber ID

Educational Consultation
No notification or precertification is required for diabetic/ nutritional or weight management counseling.

Emergency Services
- Members may self-refer.
- No notification is required for emergency care given in the emergency room. If emergency care results in admission, notification to Amerigroup is required within 24 hours or the next business day.
- For observation precertification requirements, see the Observation section of this QRC.

ENT Services (Otolaryngology)
- No precertification is required for network provider E&M testing and most procedures.
- Precertification is required for tonsillectomy and/or adenoidectomy, nasal/sinus surgery, and cochlear implant surgery and services.
- See the Diagnostic Testing section of this QRC for more information.

Family Planning/STD Care
- Members may self-refer to an in-network provider.
- Covered services include pelvic and breast examinations, lab work, drugs, biological, genetic counseling, devices and supplies related to family planning (e.g., IUD).
- Infertility services and treatment are not covered.

Gastroenterology Services
No precertification is required for network provider for E&M, testing and most procedures.
- Precertification is required for upper endoscopy and bariatric surgery, including insertion, removal, and/or replacement of adjustable gastric restrictive devices and subcutaneous port components.
- See the Diagnostic Testing section of this QRC for more information.

Hearing Aids
- Precertification is required for digital hearing aids for members under 21 years of age.
- Hearing aids, including prescribing, fitting or changing of hearing aids, for members over 21 years of age are not a covered benefit.

Hearing Screening
- No notification or precertification is required for coverage of diagnostic and screening tests, hearing aid evaluations and counseling.
- Audiological therapy or training is not covered for members over 21 years of age.

Home Health Care
- Precertification is required and can take up to 14 days for a decision. For continuing home care services, the requested should be received at least two weeks prior to the end of the authorization period. In order for home care services to be reviewed, the initial requests must have a current MD order, clinical documentation to include the nurse and/or therapy evaluation. For concurrent home care services, documentation shall include the most current signed 485, nurses/therapy/home health aide notes.
- Covered services include skilled nursing; home health aide; physical, occupational and speech therapy services; and physician-ordered supplies.
- Precertification is required for the following covered services: skilled nursing, home health aide, therapy, home infusion.
- Rehabilitation therapy, drugs and DME require separate precertification.

Hospital Admission
- Elective admissions require precertification.
- Emergency admissions require notification within 24 hours or the next business day.
- To be covered, preadmission testing must be performed by an Amerigroup preferred lab vendor. See provider referral directory for a complete listing of participating vendors.
- No coverage for rest cures, personal comfort and convenience items, services, and supplies not directly related to the care of the patient (such as telephone charges, take-home supplies and similar costs).
- For normal newborn nursery and non-normal newborn admission, please refer to the Newborn Admissions section.

Laboratory Services (Outpatient)
- All laboratory services furnished by non-network providers require precertification by Amerigroup, except for hospital laboratory services in the event of an emergency medical condition.
- No precertification is required if lab work is performed in participating physicians’ offices or in a lab provider’s patient service centers.
- Hospitals may only perform STAT labs.
- To ensure outpatient laboratory services are directed to the most appropriate setting, providers may perform laboratory testing in their offices, but must otherwise direct outpatient diagnostic laboratory tests to an Amerigroup participating lab such as Quest Diagnostics or LabCorp. You can find a list of participating laboratories in our provider referral directory available on our website.
Medical Supplies
Coordinate all medical supply referrals through Amerigroup Utilization Management (UM) at 1-800-454-3730. You can fax referral requests to 1-877-423-9958. No precertification is required for coverage of disposable medical supplies. Disposable medical supplies are disposed of after use by a single individual. Over-the-counter (OTC) disposable medical supplies are not covered.

All referral requests must contain, at a minimum, the following information:
- First and last name of patient
- Address where service is to be rendered
- Patient or caregiver’s phone number with area code
- Patient’s date of birth and gender
- Current and clear physician orders
- Diagnosis and documentation to support requested service(s) or equipment (e.g., sat levels for O2)
- Therapist evaluation for wheelchairs
- Allergies, disability status, height, weight or diabetic status
- Desired start of care date
- Services or equipment required, including size, quantity, frequency, brand, etc.
- CPT codes with the number of units requesting (indicate if the equipment will be a rental or a purchase)
- Ordering physician name and phone number
- Amerigroup subscriber ID

Neurology
- No precertification is required for network providers for E&M and most procedures.
- Precertification is required for neurosurgery, spinal fusion and artificial intervertebral disc surgery.
- See the Diagnostic Testing section of this QRC for more information.

Newborns
- Only newborns admitted to the Neonatal Intensive Care Unit (NICU) require authorization.
- Newborns not admitted to the NICU will be paid using the mother’s approved authorization.
- If a non-normal newborn admission does not have an approved authorization on file, the claim will be paid at the normal newborn rate if the mother’s authorization is on file.
- If no authorization is on file for the mother or the newborn, the claim will deny for No Authorization.

Observation
- No precertification or notification is required for in-network observation.
- If observation results in admission, notification to Amerigroup is required within 24 hours or one business day.

Obstetrical Care
- No precertification is required for coverage of obstetrical (OB) services, including OB visits, diagnostic tests and laboratory services when performed by a participating provider.
- Notification to Amerigroup is required at the FIRST prenatal visit.
- No precertification is required for coverage of labor, delivery and circumcision for newborns up to 12 weeks of age.
- No precertification is required for the ordering physician for OB diagnostic testing.
- Notification of delivery is required within 24 hours with newborn information.
- OB case management programs are available.
- See the Diagnostic Testing section of this QRC for more information.

Ophthamology
- No precertification is required for E&M, testing and most procedures.
- Precertification is required for repair of eyelid defects.
- Services considered cosmetic in nature are not covered.
- See the Diagnostic Testing section of this QRC for more information.

Oral Maxillofacial
See the Plastic/Cosmetic/Reconstructive Surgery section of this QRC.

Otolaryngology (ENT Services)
See the ENT Services (Otolaryngology) section of this QRC.

Out-of-Area/Out-of-Plan Care
Precertification is required except for coverage of emergency care (including self-referral).

Outpatient/Ambulatory Surgery
- Precertification requirement is based on the service performed.
- For procedure-specific requirements, see the Precertification Lookup tool on our website.

Pharmacy
Outpatient pharmacy benefits are covered by TennCare through Magellan Health Services. Bill Magellan Health Services for injectable drugs obtained directly from a pharmacy provider. Some of these drugs require precertification through TennCare to ensure clinical criteria are met. For full details, please refer to the TennCare program.

The injectable drugs covered under the pharmacy benefit, located at https://tenncare.magellanhealth.com/static/docs/Program_Information/Covered_Injectable_Drugs.pdf, are available by having the member obtain the drug through his or her local pharmacy.

The TennCare pharmacy benefits manager is Magellan Health Services. Please note the TennCare program has a Preferred Drug List and an Auto Exempt List. You can access information about the TennCare Pharmacy program at www.tn.gov/tenncare/pro-pharmacy.shtml.

Products considered non-self-administered and obtained in an office/clinic setting are to be billed to Amerigroup. We reimburse providers for certain injectables administered in a provider’s office as well as home infusion. Please refer to the Precertification Lookup tool on our website.

Physical Medicine and Rehabilitation
Precertification is required for coverage of all services and procedures related to pain management.

Plastic/Cosmetic/Reconstructive Surgery (including Oral Maxillofacial Services)
- No precertification is required for coverage of E&M codes.
- All other services require precertification for coverage.
- Services considered cosmetic in nature or related to previous cosmetic procedures are not covered (e.g., scar revision, keloid removal resulting from pierced ears).
- Reduction mammoplasty requires medical director’s review.
- No precertification is required for coverage of oral maxillofacial E&M services.
- Precertification is required for the coverage of trauma to the teeth and oral maxillofacial medical and surgical conditions, including TMJ.
Podiatry
No precertification is required for coverage of E&M testing and procedures when provided by a participating podiatrist.

Prosthetics and Orthotics
- Precertification and Certificate of Medical Necessity (CMN) are required.
- No precertification is required for the coverage of orthotics for arch support, heels, lift, shoe inserts and wedges by a network provider.
- Precertification is required for coverage of certain prosthetics and orthotics. For code-specific precertification requirements for prosthetics and orthotics ordered by a network provider or facility, refer to our online Precertification Lookup tool.
- All prosthetics and orthotics billed with an RR modifier (rental) require precertification.
- You can request precertification by completing a CMN – available on our website – or by submitting a physician order and Amerigroup Referral and Authorization Request form. Amerigroup and the provider must agree on HCPCS and/or other codes for billing covered services.

Radiation Therapy
- Precertification requirement is based on the service performed.
- For procedure-specific requirements, see the Precertification Lookup Tool on our website.
- If required, pre-certification services will be provided through AIM Specialty Health. Contact AIM by phone at 1-800-714-0040 or online at www.aimspecialtyhealth.com/goweb.

Radiology
See the Diagnostic Testing section of this QRC.

Rehabilitation Therapy (Short-term): PT, OT, RT and ST
- No precertification is required for initial evaluation.
- No precertification is required for members under 21 years of age.
- Precertification from Amerigroup is required for coverage of treatment. Therapy services that are required to improve a child’s ability to learn or participate in a school setting should be evaluated for school-based therapy. Other therapy services for rehabilitative care will be covered as medically necessary.

Skilled Nursing Facility
Precertification is required for coverage.

Sleep Study
Precertification is required.

Sterilization
- Sterilization services are a covered benefit for members age 21 and older.
- No precertification or notification is required for coverage of sterilization procedures, including tubal ligation and vasectomy.
- A sterilization consent form is required for claims submission.
- Reversal of sterilization is not a covered benefit.

TennCare Kids/Early and Periodic Screening, Diagnostic and Treatment Office Visits
- Members may self-refer.
- Use TennCare Kids schedule and document visits.

Transportation
All nonemergency medical transportation, including facility discharges, should be coordinated through Tennessee Carriers.

Urgent Care Center
No notification or precertification is required for participating facilities.

Weight Management Services
No precertification is required for weight management services at the below locations. No notification or precertification is required for diabetic/nutritional or weight management counseling.

Mid Cumberland Region – Lifestyle Balance Program via County Health Departments
- Dickson: 615-797-5056
- Humphreys: 931-296-2231
- Williamson: 615-794-1542
- Davidson:
  - Matthew Walker Comprehensive Health Center: 615-327-9400
  - United Neighborhood Health Services: 615-226-1695 (Nutritionist available by appointment.)

Local Health Department – Registered Dietician or Nutritionist available by appointment only.
- Bedford: 931-684-3426
- Maury: 931-388-5757

Upper Cumberland Region – Local Health Departments (Nutritionist available by appointment only)
- All counties in the region.

Well-Woman Exam
One exam is covered per calendar year for self-referral.

Revenue (RV) Codes
To the extent the following services are covered benefits, precertification (preauthorization) or notification is required for all services billed with the following revenue codes:
- All inpatient and behavioral health accommodations
- 0023 – Home health prospective payment system
- 0240 through 0249 – All-inclusive ancillary psychiatric
- 0250 – Pharmacy general
- 0632 – Pharmacy multiple source
- 3101 through 3109 – Adult day care and foster care

The TennCare Reference Link for Exclusion List
The TennCare Reference Link for Exclusion List is a list of general exclusions for services that shall not be considered covered services by TennCare. You can find this list by going to the State of Tennessee website at http://share.tn.gov/sos/rules/1200/1200-13/1200-13.htm and clicking on Chapter 1200-13-13 TennCare Medicaid.
## Precertification/Notification Coverage Guidelines for Behavioral Health

<table>
<thead>
<tr>
<th>Service</th>
<th>Precertification Required for In-Network Provider?</th>
<th>Precertification Required for Out-Of-Network Provider?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychiatric Inpatient Hospital Services</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>23-Hour Observation Bed</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>24-Hour Psychiatric Residential Treatment</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td><strong>Outpatient Mental Health Services:</strong></td>
<td></td>
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<tr>
<td>M.D. Services (Psychiatry)</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Outpatient Non-M.D. Services</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Partial Hospital</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Intensive Outpatient</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td><strong>Inpatient, Residential and Outpatient Substance Abuse Services:</strong></td>
<td></td>
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<tr>
<td>Inpatient Facility Services (including detoxification)</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Residential Treatment Services</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Partial Hospital</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Intensive Outpatient</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Outpatient Treatment Services</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Ambulatory Detoxification</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td><strong>Intensive Community-Based Treatment Services (ICTBS), Continuous Treatment Team (CTT), Comprehensive Child and Family Treatment (CCFT), Program of Assertive Community Treatment (PACT))</strong></td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Tennessee Health Link (THL)</td>
<td>No</td>
<td>No</td>
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<tr>
<td>Psychiatric Rehabilitation Services (includes psychosocial rehabilitation, supported employment, Peer Recovery Services, Family Support Services, illness management and recovery, and supported housing)</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td><strong>Behavioral Health Crisis Services:</strong></td>
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<tr>
<td>Mobile Crisis Services</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Crisis Respite</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Crisis Stabilization</td>
<td>No</td>
<td>Yes</td>
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<tr>
<td>Home Health Care</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Psychological/Neuropsychological Testing</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Injectable Drugs</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Electroconvulsive Therapy</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Emergency Room Services</td>
<td>No</td>
<td>No</td>
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<tr>
<td>Court-Ordered Services</td>
<td>Yes</td>
<td>Yes</td>
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<tr>
<td>Transportation, Nonemergency for Medically Necessary Treatment</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
Our Service Partners
Superior Vision (vision services)
1-800-428-8789
Tennessee Carriers (nonemergency transportation)
1-866-680-0633
AIM Specialty Health (radiology precertification)
1-800-714-0040

Provider Experience Program
Our Provider Services department offers precertification, care management, automated member eligibility, health education materials, outreach and more. Call 1-800-454-3730 Monday through Friday from 7 a.m. to 7 p.m. Central time.

Local Provider Relations
We also offer local Provider Relations representatives who will help your office with ongoing education, contract and fee issues, procedural issues, and more. Your office will have a designated representative you can reach at 615-316-2400, ext. 22160.

Provider Self-Service Site and Inquiry Line Available 24/7/365
To verify eligibility, check claims and referral authorization status, and look up precertification/notification requirements, visit providers.amerigroup.com/TN.

Can’t access the Internet? Call Provider Services and simply say your NPI number when prompted by the recorded voice. It’s easy! The recording guides you through a menu of options. Just select the information or materials you need when you hear it.

Population Health
Our Population Health program is part of a comprehensive Health Care Management Services (HCMS) program that offers a continuum of services, including Wellness, Low- and High-Risk Maternity, Health Risk Management, Care Coordination, Chronic Care Management, and Complex Case Management.

Our case managers are licensed nurses and social workers and are available from 8 a.m. to 5 p.m. Central time, Monday through Friday. We also have a confidential voice mail available 24 hours a day. The Nurse HelpLine at 1-800-600-4441 is available for our members 24 hours a day, 7 days a week.

Please call 1-800-454-3730 to reach a case manager. Find more information about Population Health by visiting our website. Members can get information about our Population Health program by visiting www.myamerigroup.com/TN or calling 1-800-600-4441.

Amerigroup On Call • 1-866-864-2544 (Spanish 1-866-864-2545)
Amerigroup On Call is a telephonic, 24-hour triage service your Amerigroup patients can call to speak with a registered nurse who can help them:
- Find doctors when your office is closed, whether after hours or on weekends
- Schedule appointments with you or other network doctors
- Get to urgent care centers or walk-in clinics
- Speak directly with a doctor or a member of the doctor’s staff to talk about their health care needs

Our Member Services Line at 1-800-600-4441 offers free translation services for 170 languages and the use of a TDD line for members with difficulty hearing.

We encourage you to tell your Amerigroup patients about this service and share with them the advantages of avoiding the emergency room when a trip there isn’t necessary or the best alternative.

Claims Services
Timely filing is within 120 days from the date of discharge for inpatient services or from the date of service for outpatient services, except in cases of coordination of benefits/subrogation or in cases where a member has retroactive eligibility.

We require all submitters of institutional claims to use the CMS-1450 (UB04) form and submitters of professional claims to use the CMS-1500 (08-05) form approved by the National Uniform Claim Committee (NUCC). If a claim is received on any other form but the CMS-1450 or the CMS-1500 (08-05) form, the claim will be returned to the submitter and will not be processed. We also offer free electronic claims submission via our provider self-service site.

Electronic Data Interchange (EDI)
Call our EDI hotline at 1-800-590-5745 to get started. We accept claims through three clearinghouses:
- Emdeon (payer 27514)
- Capario (payer 28804)
- Availity (payer 26375)
### Paper Claims
Submit claims on original claim forms (CMS 1500 or CMS-1450) with dropout red ink, printed or typed (not handwritten) in a large, dark font. Mail paper claims to:

Claims
Amerigroup Community Care
P.O. Box 61010
Virginia Beach, VA 23466-1010

Please note: AMA and CMS-approved modifiers must be used appropriately based on the type of service and procedure code.

### Payment Disputes
Payment disputes must be received at Amerigroup within 365 days of the date of the explanation of payment. Forms for provider disputes are located on our website and should be sent to the following address:

Provider Dispute Unit
Amerigroup Community Care
P.O. Box 61599
Virginia Beach, VA 23466-1599

### Medical Appeals
Members and their representative(s), including a member’s provider, have 30 calendar days (plus additional time for receipt of mailed appeals) from receipt of the adverse action in which to file an appeal. The member may use the TennCare Medical Appeal form, but it is not required. The member or member’s representative can file an Appeal of an adverse action with the TennCare Solutions Unit (TSU):

TennCare Solutions
P.O. Box 593
Nashville, TN 37202-0593
Fax: 1-888-345-5575
Phone: 1-800-878-3192
TTY/TDD: 1-800-772-7647
Español: 1-800-254-7568

TSU will forward any valid factual disputes to Amerigroup for reconsideration. An On Request Report will be faxed to Amerigroup by TSU requesting reconsideration of the member’s appeal.