

Provider News Bulletin



Amerigroup Washington, Inc.

<https://providers.amerigroup.com/wa>

Medicaid providers: 1-800-454-3730

Medicare providers: 1-866-805-4589

August 2017



Table of Contents

**Access to Disease Management
— helping you care for patients
with chronic care needs** Page 2

**Meeting the needs of your
practice and patients** Page 2

**HEDIS Childhood Immunization
Status scores** Page 3

Interim billing Page 4

**Amerigroup Washington,
Inc. awarded Washington
Apple Health Fully Integrated
Managed Care Contract** Page 5

**Amerigroup Washington,
Inc. chosen as third-party
administrator for Foundational
Community Supports program** Page 6

Reimbursement Policy:

**Global Surgical Package for
Professional Providers** Page 7

Access to Disease Management — helping you care for patients with chronic care needs

Amerigroup Washington, Inc. Disease Management programs are designed to assist PCPs and specialists in managing the care of members with chronic care needs. Members are provided with care management and education by a team of highly qualified disease management professionals whose goal is to create a system of coordinated health care interventions and communications for enrolled members.

Case managers provide support to members with:

- Behavioral health conditions.
- Diabetes.
- Heart conditions.
- HIV/AIDS.
- Pulmonary conditions.
- Substance use disorder.



Additionally, in order to improve condition-specific outcomes, case managers use motivational interviewing to identify and address health risks such as tobacco use and obesity.

Licensed nurse case managers are available Monday-Friday from 8:30 a.m.-5:30 p.m. local time, and our confidential voicemail is available 24 hours a day, 7 days a week. To contact our Disease Management team, call 1-888-830-4300.

Additional information about our Disease Management programs can be found on our provider website (<https://providers.amerigroup.com/WA> > Provider Resources & Documents > Disease Management Centralized Care Unit). Members can obtain information about our Disease Management programs by visiting www.myamerigroup.com.

WA-NL-0097-17

Meeting the needs of your practice and patients

Amerigroup Washington, Inc. hosts provider committees to review and address provider and plan needs — And your voice is needed. Help us ensure we are meeting your needs by joining one of our provider committees.



Health education advisory committee (HEAC)

The HEAC discusses statewide health promotion efforts and outcomes.

- **Composition:** The HEAC is made up of members, providers and community advocates. You can even nominate a staff member to join.
- **Meeting schedule:** This committee meets quarterly.

Medical advisory committee (MAC)

Bring your practice knowledge and provide recommendations on utilization management and case management activities for physical and behavioral health (BH) initiatives.

- **Composition:** The MAC includes PCPs as well as BH and medical specialists.
- **Meeting schedule:** This committee has two-hour meetings every quarter.

Make your voice — and concerns — heard. Call 1-855-323-4688, ext. 54518 to join today.

WA-NL-0104-17

HEDIS Childhood Immunization Status scores



The HEDIS® Childhood Immunization Status (CIS) measure evaluates whether children have received the vaccinations noted below before their 2nd birthday. When all of these combination ten vaccines are given, other CIS combinations are also met. Therefore, Amerigroup Washington, Inc. promotes the full spectrum of vaccinations for children. To ensure compliance before children reach their 2nd birthday, we recommend you schedule appointments no later than a child's 22nd month of age.

CIS — combination ten vaccines	
■ Diphtheria, tetanus and acellular pertussis — four	■ Rotavirus — two or three
■ Pneumococcal conjugate — four	■ Influenza — two
■ Haemophilus influenza type B — three	■ Chicken pox
■ Hepatitis B — three	■ Hepatitis A
■ Polio — three	■ Measles, mumps and rubella

Washington State Immunization Information System

Did you know immunizations can be entered into the Washington State Immunization Information System as individual entries or utilizing a mass health level 7 data format? This information is shared with Amerigroup on a quarterly basis and reduces our need to request immunization records from you. The system also provides many helpful tools to aid in forecasting and tracking immunization statuses for your patients. To request access to the system, visit <https://fortress.wa.gov/doh/cpir/iweb> > Help Desk E-Mail.

Adolescent Well-Care Visits

The HEDIS® Immunizations for Adolescents (IMA) measure evaluates whether adolescents have received the vaccinations noted below before their 13th birthday.

IMA — combination ten vaccines
■ Human papillomavirus (HPV)
■ Meningococcal
■ Diphtheria toxoids and acellular pertussis (Tdap)

In order to optimize your claims payment for Washington Apple Health members, you can complete adolescent well-care visits at the same time you conduct sports physicals. Note, precertification is not required for sports physicals, and they are eligible for reimbursement once every 12 months as a value-added benefit.

To bill for both a well-care visit and a sports physical on the same day, be sure to bill both the appropriate early and periodic, screening, diagnosis and treatment visit code and modifier 25. To bill for the physical, use CPT code 99212 with DX V70.3.



HEDIS Childhood Immunization Status scores (cont.)

Well-Child Visits in the First 15 Months of Life

Sick visits may be a missed opportunity for your patient to get a wellness exam. If you encounter abnormalities or address a pre-existing problem during a well-child visit and the problem/abnormality is significant enough to require additional work to perform the key components of problem-oriented evaluation and management (E&M) services, be sure to bill both the appropriate early and periodic, screening, diagnosis and treatment visit code and the appropriate E&M code with modifiers EP and 25.

Coding for quality

Amerigroup invites providers, coders, billers, practice managers and health care professionals to attend our upcoming webinar training on priority HEDIS measures. We also have a guide available for you with correct coding for all measures. To attend the webinar or obtain a copy of the guide, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

Member incentives

Amerigroup partners with you to encourage your patients to complete their visits by offering members incentives for completing office visits and getting their needed vaccines. Contact us at healthpromotions@amerigroup.com to learn more.

WA-NL-0108-17

Interim billing

Hospitals are required to bill interim claims using the appropriate “still inpatient” status code in 60-day intervals unless the member is discharged prior to the next 60 days. Hospitals must bill each interim claim as an adjustment to the previous interim claim, and claims must include:

- The entire date span between the admission date and the current date of service billed.
- All inpatient hospital services provided for the date span billed.
- All applicable diagnosis and procedure codes for the date span billed.

Note, billing for administrative days is an exception to the interim claim policy.

How do I bill for administrative days?

To receive payment for medical administrative days, hospitals should bill administrative days with revenue code 0191 and all associated charges for those days must be on a separate claim from the acute care stay. For the acute care stay claim, providers should bill with inpatient status code 30 to indicate the provider will be submitting a separate claim for administrative days and include a claim note stating “administrative days claim to follow.”

Payment methodology revenue code notes:

Prospective payment system 0191	Submit on a separate claim from the acute care stay.
Certified public expenditure 0191	
Critical access hospitals 0191	



Billing tip:

If the acute claim meets outlier classifications, submit the claim with an itemized bill for timely processing.

WA-NL-0106-17

Amerigroup Washington, Inc. awarded Washington Apple Health Fully Integrated Managed Care Contract

Award brings behavioral health expertise to Medicaid members in North Central region

Amerigroup was selected by the Washington State Health Care Authority to provide fully integrated managed care (FIMC) to Medicaid members residing in the counties of Chelan, Douglas and Grant. The contract is an extension of the services we already provide to Medicaid eligible populations in the North Central region. These integrated benefits will become available to members January 1, 2018.

“We recognize that Medicaid members in Washington have unique needs, and we are committed to increasing quality access to FIMC services to help ensure that all North Central Washingtonians lead healthy lives,” said Craig Smith, Amerigroup Washington, Inc. President. “Amerigroup is honored to have been selected by the Washington State Health Care Authority to provide fully integrated managed care services to Medicaid recipients living in North Central Washington,” added Smith.



Amerigroup is one of three Medicaid MCOs selected to serve Medicaid members in Chelan, Douglas and Grant counties. This new contract enables us to coordinate FIMC services as well as specialized value-added benefits. Through our innovative approach to providing whole person health and wellness, we will improve access to quality services to members throughout the North Central region. We look forward to continuing to partner with community providers and stakeholders to ensure the transition to FIMC goes smoothly and members don't experience any gaps in care.

Amerigroup has served Medicaid members in Washington since 2012 and across various states in the U.S for more than 20 years. For more information about services offered by Amerigroup, please visit <https://providers.amerigroup.com/WA>.

WA-NL-0105-17

A message from Washington State Health Care Authority:

Amerigroup Washington, Inc. chosen as third-party administrator for Foundational Community Supports program

The Health Care Authority (HCA), in partnership with the Department of Social and Health Services (DSHS), has selected Amerigroup as the third-party administrator for the jointly managed Foundational Community Supports program. The program is a critical part of Washington State's Medicaid Transformation Demonstration.

Amerigroup will work with HCA to manage the program that provides supportive housing and supported employment services to eligible people enrolled in Washington Apple Health. "Eighty percent of what makes people healthy is determined outside of a doctor's office," said HCA Medicaid Director MaryAnne Lindeblad. "It's tough to focus on being healthy if you're homeless or impoverished. The Foundational Community Supports program provides access to basic human needs so that people can tend to their well-being."

Carla Reyes, assistant secretary of Behavioral Health Administration at the Department of Social and Health Services, also welcomed the decision: "The Behavioral Health Administration looks forward to partnering with Amerigroup to implement these new benefits across Washington. Behavioral health, homelessness and unemployment are intertwined. These new foundational community support benefits have the opportunity to transform lives."

Amerigroup is active in 11 states, serving people enrolled in government-sponsored programs including Medicaid. The organization already has presence in Washington as a Washington Apple Health managed care organization, working with practitioners throughout the state. The third-party administrator work will be entirely separate from the Washington Apple Health contract. "There is a vital need in our communities to expand services that assist individuals to find, access, and maintain housing and employment," said Bea Rector, acting assistant secretary of the Aging and Long-Term Support Administration at DSHS. "By working together to improve access across the state to these important services, Washingtonians with significant needs have a brighter, healthier future."

"Amerigroup is honored to have been selected as third-party administrator for the Foundational Community Supports (FCS) program in Washington and to provide this service and support to individuals enrolled in Washington Apple Health," said Amerigroup Washington, Inc. President Craig Smith. "While Amerigroup has served Medicaid members in Washington since 2012, we are proud to be the first managed care organization in the U.S. to provide this unique service in collaboration with Washington State Health Care Authority, Department of Social and Health Services, and providers. We are committed to supporting the state's transformation vision, which is the foundation of the FCS program, and we are committed to successfully achieving HCA's aim to transform the state's Medicaid delivery system. The state's Healthier Washington initiative provides us all with a powerful opportunity to bridge the divide between the health care system and community and social supports, so that the whole person's health and wellness are addressed."

Background

The Demonstration is a five-year initiative to transform how health care is delivered in Washington's Medicaid program. It is part of Healthier Washington, a partnership of HCA, DSHS, the Department of Health, and many community partners.

WA-NL-0107-17

Reimbursement Policy

Policy Reminder

Global Surgical Package for Professional Providers (Policy 06-041)

Amerigroup Washington, Inc. would like to remind providers that included in the global surgical package are visits occurring during the postoperative period that are related to recovery from the surgery regardless of the location. The Global Surgical Package for Professional Providers reimbursement policy includes additional information on what is included in the global surgical package and what is separately reimbursable. For additional information, please refer to the reimbursement policy at <https://providers.amerigroup.com> > Quick Tools > Reimbursement Policies > [Medicaid/Medicare](#).

WA-NL-0098-17

