

Provider Bulletin

Amerigroup Washington, Inc.

January 2015

Welcome to our New Medical Directors

We are pleased to announce that Dr. Tom Paulson became our new Chief Medical Officer on January 5, 2015. Prior to joining Amerigroup, Dr. Paulson served as the Medical Operations Officer for Group Health. He has also served in medical director roles with Premera, Regence, and PacifiCare. Dr. Paulson is board certified in family medicine having practiced with The Everett Clinic for 12 years, and holds an active license for Washington State.

Additionally, Dr. Shawn Akavan will be joining Amerigroup as the Utilization Management Medical Director on January 26, 2015. Dr. Akavan completed his family medicine residency at State University of New York at Buffalo and earned his Master's in Business Administration focusing in medical management from the Isenberg School of Management in Amherst, Massachusetts. Dr. Akavan is board certified in family medicine and medical management, and was the recipient of the Award of Academic Achievement in Medical Management by the American Association for Physician Leadership. Dr. Akavan currently holds licenses in the state of Texas, Indiana and New York.

eyeQuest now Administering Eye Care

eyeQuest began administering the routine optical, medical and surgical eye care for Amerigroup members effective January 1, 2015. In order to continue seeing existing Amerigroup members for these services, providers must contract with eyeQuest. If you have any questions about the contract or this change, please contact eyeQuest at 1-888-696-9551 or visit their website www.eye-quest.com.

Recredentialing and Medversant

The National Committee for Quality Assurance (NCQA) requires that we complete provider recredentialing every three years. Existing providers who have been contacted by Medversant about recredentialing should respond within the time period noted and with the requested materials. Providers who do not respond timely can be terminated.

For more information, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.



Internet Explorer 6 no longer supported

If you are still using Internet Explorer version 6, you are no longer able to access the Amerigroup website. This Internet Explorer version was causing errors for Amerigroup website users. We now require users to use updated versions of Internet Explorer to access our websites to avoid error conflicts.

Claims Submitted with Outdated Sterilization Forms

Amerigroup and the Health Care Authority have reviewed the processes for paying claims with outdated sterilization forms. It was determined that if the required information is provided, these forms will no longer cause claims to deny. Amerigroup is reprocessing claims for payment with dates of service in 2014 that have been previously denied for this reason. Providers do not need to resubmit these claims.

Therapy Claims Exceeding Member Benefit Levels

As a result of claims system difficulties which prevented authorized therapy claims from paying when the services rendered exceeded the member's Medicaid benefit, Amerigroup is reviewing claims for payment with dates of service in 2014 that were denied as a result of the system conflict. We have implemented a system update that should resolve this denial. Providers do not need to resubmit these claims.

Distribution of Clinical Practice and Preventive Health Guidelines

Evidence-based guidelines are Clinical Practice Guidelines known to be effective in improving health outcomes. Guideline effectiveness is determined through scientific evidence, professional standards or expert opinion. Amerigroup provides clinical care and preventive health guidelines to our network physicians. These guidelines are based on current research and national standards. The following guidelines are available on our website, providers.amerigroup.com/WA:

- Attention deficit hyperactivity disorder – last updated 12/10/2014
- Adult hypertension – last updated 12/10/2014
- Adult obesity – last updated 12/10/2014
- Adult preventive health recommendations – last updated 12/10/2014
- Asthma – last updated 12/10/2014
- Childhood and adolescent hypertension – last updated 12/10/2014
- Childhood obesity – last updated 12/10/2014
- Congestive heart failure – last updated 12/10/2014
- Management of bipolar disorder in adolescents – last updated 12/10/2014
- Management of bipolar disorder in adults – last updated 12/10/2014

- Child preventive health recommendations – last updated 12/10/2014
- Chronic kidney disease – last updated 12/10/2014
- Chronic obstructive pulmonary disease – last updated 12/10/2014
- Coronary artery disease – last updated 12/10/2014
- Diabetes mellitus – last updated 5/23/13
- Family planning – last updated 3/21/13
- High-risk OB – last updated 12/10/2014
- Management of HIV/AIDS – last updated 12/10/2014
- Immunizations – last updated 12/10/2014
- Management of major depression – last updated 12/10/2014
- Postpartum care – last updated 12/10/2014
- Routine antepartum care – last updated 12/10/2014
- Management of schizophrenia – last updated 12/10/2014
- Smoking cessation during pregnancy – last updated 12/10/2014
- Substance use disorder – adults – last updated 12/10/2014

If you would like a paper copy of a guideline, call Provider Services at 1-800-454-3730 — we'll be glad to send you a copy.

To request a copy of the specific criteria/guidelines used for the decision, please call Provider Services or write to:

Medical Management
 Amerigroup Washington, Inc.
 705 Union Station, Suite 300
 705 Fifth Ave. South
 Seattle, WA 98104

Join the Medical Advisory or Credentialing committees

Amerigroup Washington, Inc. invites you to participate on its Medical Advisory and/or Credentialing Committees. Participants provide valuable feedback and input to our Medicaid Managed Care partnership. Participants make a difference regarding how Amerigroup provides services to its Medicaid enrollees.

Participants should be licensed in the field of pediatrics or OB-GYN (M.D., D.O., P.A. and ARNP) and have a willingness to share ideas with us. The commitment includes a one-hour monthly meeting, which is held by telephone. Amerigroup offers a \$200 stipend for participants.

We hope you will join this valuable committee and collaborate with us about continuing to provide quality care to Medicaid recipients in Washington. For additional information, contact Lani Spencer, Vice-President of Health Care Management Services at 206-674-4470 or toll free at 1-855-323-4688.

Access to utilization management staff

We are staffed with clinical professionals who coordinate member care and are available 24 hours a day, 7 days a week to accept precertification requests. You can submit precertification requests by:

- Calling us at 1-800-454-3730
- Faxing requests to 1-800-964-3627
- Logging in to providers.amerigroup.com/WA and using the Precertification Lookup Tool

Do you have questions about utilization decisions or the utilization management process in general? Call our clinical team Monday through Friday from 8 a.m. to 5 p.m. Pacific time at 1-800-454-3730.

Learn about advance directives

Advance directive refers to the verbal and written instructions about an individual's future medical care in the event the individual is unable to express their medical wishes. There are two types of advance directives: a health care directive (or living will) and a durable power of attorney for health care.

A health care directive is a legal document that specifies an individual's wishes regarding the care they receive at the end of life should they be unable to communicate. In Washington, this directive is used if the individual has a terminal condition where life-sustaining treatment would only artificially prolong life or if the individual is in an irreversible coma with no reasonable hope of recovery.

A durable power of attorney for health care is a legal document allowing a person to be named by an individual as a health care agent – someone who is authorized to consent to, stop or refuse most medical treatment for the individual if a physician determines that the individual cannot make the decision for themselves. When this is put in place, the health care agent speaks on behalf of the individual anytime that person is not able to make their own medical decisions, not only at the end of life. This type of advance directive is also referred to as a health care proxy, appointment of health care agent or a medical power of attorney.

Amerigroup Washington, Inc. and its providers are not required to implement an advance directive as a matter of conscience as long as there is a clear and precise statement of limitation and as long as the state allows such objection. At minimum the statement must:

- Clarify any differences between Amerigroup conscientious objections and those raised by individual providers
- Identify the state legal authority permitting such objection
- Describe the range of medical conditions or procedures affected by the conscientious objection

Additionally, Amerigroup is not required to provide care that is in conflict with an advance directive. For more information, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

January new provider orientation webinar

Online via WebEx

Thursday, January 22, 2015

12 - 1:30 p.m. Pacific time

RSVP by Wednesday, January 21, 2015

Join us for an online network provider orientation. Talk with Amerigroup representatives and get answers to questions you may have. We'll review information like:

- Online tools
- Claims, coding and billing procedures
- Medical management
- Reference materials and support services

Your support staff is invited, too. Attendance is required for all providers joining our network. RSVP to the Provider Relations department by calling 1-206-674-4479.

Maternal Support Services

Apple Health members who are pregnant or have delivered within 60 days are eligible for Maternal Support Services (MSS) through the state of Washington Health Care Authority.

The goals of the MSS program are to:

- Decrease maternal morbidity and mortality rates
- Decrease low birth weights and premature births
- Reduce the number of unintended pregnancies and the number of repeat pregnancies within two years of delivery
- Reduce tobacco use during pregnancy and pediatric exposure to second-hand smoke
- Increase early access and ongoing use of prenatal and newborn care
- Increase the initiation and duration of breastfeeding

Available services include:

- Nutritional counseling
- Targeted case management
- Family training and counseling

How does a member access these services?

MSS is part of the state's Department of Social and Health Services First Steps program. Any interested member can call 1-800-322-2588 for additional information.

For additional questions

If you have questions about this communication, received it in error or need general assistance, contact Provider Services at 1-800-454-3730.

Access consultation through Partnership Access Line

The Washington Health Care Authority provides access to consultation with a child psychiatrist through the Partnership Access Line (PAL). Minimize the need for required medication reviews and get assistance in meeting the needs of children with mental health diagnoses by consulting with child psychiatrists and social workers. For assistance, call the PAL toll-free number at 1-866-599-7257. Please note: Amerigroup is not required to provide payment to prescribers for voluntarily accessing the PAL. To learn more about PAL, visit palforkids.org.

Affirmative statement about incentives

As a corporation and as individuals involved in Utilization Management (UM) decisions, we are governed by the following statements:

UM decision-making is based only on appropriateness of care and service and existence of coverage. We do not specifically reward practitioners or other individuals for issuing denial of coverage or care. Decisions about hiring, promoting or terminating practitioners or other staff are not based on the likelihood or perceived likelihood that they support, or tend to support, denials of benefits. Financial incentives for UM decision-makers do not encourage decisions that result in underutilization or create barriers to care and service.

Pharmacy management information

Need up-to-date pharmacy information? Log in to our website, providers.amerigroup.com/WA, to access our formulary, prior authorization form, processes and the Preferred Drug List. Have questions about the formulary or need a paper copy? Call our Pharmacy department at 1-800-454-3730. Pharmacy technicians are available Monday through Friday from 5 a.m. to 5 p.m. Pacific time and Saturdays from 7 a.m. to 11 a.m. Pacific time.

Member rights and responsibilities

We want to keep you informed of our members' defined rights and responsibilities. These can be found in your provider manual and on our website at providers.amerigroup.com/WA. If you'd like us to mail you a copy, call Provider Services at 1-800-454-3730.

Our Member Services representatives serve as advocates for our members. To reach Member Services, please call 1-800-600-4441.

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