

Provider Update

Inpatient Stays and Observation – Please Help Members Maximize Health Benefits

Amerigroup* Community Care individual and group-sponsored Medicare Advantage members have coverage for a limited number of inpatient days (90 days plus 60 lifetime reserve days). Many times the member can be treated while in observation vs a full admission. Doing so does not use the member's limited in-patient benefit. To help ensure that those inpatient days are used appropriately and available to the member when needed, please follow these guidelines:

- If a member is admitted to your facility, please send clinical information to us once there is an update on the member's response to treatment. Amerigroup may call to request this information.
- Please treat the member in observation unless the member's care cannot be managed effectively in that setting.
- Please notify Amerigroup as soon as possible following IP admission but no later than within one business day of admission. Notification is not required for members placed in observation status.
- If a member is admitted to observation then converted to in-patient, the provider should indicate when the member converted to a full admission. This will help ensure that Amerigroup will not qualify the case as a late notification.
- If the clinical information supplied indicates that the member's care could have been safely and effectively managed in an observation status vs. inpatient status, the IP admission will be denied and the provider will receive instruction to bill as Observation (Part B).
- Facilities still are expected to provide timely notice of discharge dates and dispositions.

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*In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc. In Washington, Amerigroup Washington, Inc.

Amerivantage is a DSNP plan with a Medicare contract and a contract with the State Medicaid program. In New Mexico: Amerivantage is an HMO with a Medicare contract. Enrollment in Amerivantage depends on contract renewal.

