

Level two and level three custom shower chairs to require prior authorization

Summary of change: Level two and level three custom shower chairs will require prior authorization (PA).

What does this mean?

Level two and level three custom shower chairs require PA, and all requests must be reviewed by Amerigroup District of Columbia, Inc. for PA.

What is the impact of this change?

Amerigroup will require PA for level two and level three custom shower chairs. Please refer to the provider self-service tool for detailed authorization requirements.

Go to <https://providers.amerigroup.com/DC> > Provider Resources & Documents > Quick Tools > Precertification Lookup Tool.

Noncompliance with the new requirement may result in denied claims.

The PA requirement will be applied to the following codes:

- E0240EF and E0240TG

Please use one of the following methods to request PA:

- **Phone:** 1-800-454-3730
- **Fax:** 1-800-964-3627
- **Web:** <https://providers.amerigroup.com/DC>

Federal and District law (as well as District contract language and Centers for Medicare & Medicaid Services guidelines — including definitions and specific contract provisions/exclusions) take precedence over these prior authorization rules and must be considered first when determining coverage.

What if I need assistance?

If you have questions about this communication, received a fax in error or need assistance with any other item, call Provider Services at 1-800-454-3730.