

# Provider Update

## Notification and clinical information submission requirements change beginning September 1, 2015

**Summary of change:** Hospitals must comply with notification and clinical information submission requirements to ensure a 24-hour turnaround for all Amerigroup Community Care inpatient determinations.

### ✦ What this means to you:

Beginning September 1, 2015, the hospitals must adhere to the following notification and clinical information submission requirements:

- All clinical notifications must be submitted through the Georgia Department of Community Health (DCH) Georgia Medical Care Foundation (GMCF) Alliant Portal only.
- Clinical assessment information must be attached to the initial notification for medical review.
- The provider's information must be added to the DCH GMCF portal notification in the Provider ID line; do not list the facility's name as the provider ID name.

### It is important to remember the following:

- Amerigroup will no longer accept telephonic or faxed clinical information for inpatient determination review. Information will only be accepted via the DCH GMCF Alliant Portal.
- All notifications that do not have clinical attached could result in a delay or denial of the inpatient determination.

### Why is this change necessary?

This change is necessary to ensure all inpatient cases are decided within 24 hours.

### What is the impact of this change?

Impacts of this change include:

- Cases will be decided within 24 hours of notification
- Failure to follow this process could result in a delay or denial of the inpatient determination
- Improved tracking of clinical documentation

### What if I need assistance?

If you have questions about this communication, received it in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.

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