

Behavioral health individual and family therapy authorization update notification

Summary of change: Effective July 1, 2017, all members will be allowed up to 20 units of individual and/or family therapy codes per provider during a calendar year before prior authorization is required.

Why is this change necessary?

Amerigroup Community Care is committed to ensuring our members receive high-quality, clinically appropriate services.

What is the impact of this change?

Beginning July 1, 2017, once a member has exhausted 20 units of any combination of individual and/or family therapy, all additional sessions will require the provider to follow the preauthorization process. Please note:

- The affected CPT codes are 90832, 90834, 90837, 90846 and 90847.
- The requesting or servicing provider must submit all preauthorization requests with all supporting clinical documentation to the Alliant Georgia Medical Care Foundation website (www.mmis.georgia.gov/portal). Please note that faxed clinical information will not be accepted.
- Preferred clinical documentation requirements can be found on the *Behavioral Health Outpatient Treatment Request* form located on the Amerigroup website. If the items on the website are completed with the most up-to-date clinical information, no attached documents are necessary.
- If the request for continuation of services is denied, an appeal may be submitted within 30 days of the denial notification. Appeals can be faxed to 1-877-842-7183 or can be mailed to:

Amerigroup Community Care
Medical Appeals
P.O. Box 62429
Virginia Beach, VA 23466-2429

- This change will affect Georgia Families members and Georgia Families 360°_{SM} members.
- Failure to follow this process may result in an adverse request decision after the 20th session in a calendar year.

What if I need assistance?

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

The information in this update may be an update or change to your provider manual. Find the most current manual at:

<https://providers.amerigroup.com>