

Provider Update

Custom molded orthotics require prior authorization

Summary: Effective March 1, 2016, custom molded orthotics will require prior authorization (PA).

✦ **What this means to you:** Custom molded orthotic requests must be reviewed by Amerigroup Community Care for PA for dates of service on or after March 1, 2016.

What is the impact of this change?

Amerigroup will require PA for custom molded orthotics beginning March 1, 2016. Please refer to the Provider Self-Service tool for detailed authorization requirements.

Please use one of the following methods to request PA:

- Phone: 1-800-454-3730
- Fax: 1-800-964-3627

What if I need assistance?

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



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