

Guidelines for COVID-19

Due to COVID-19 (coronavirus), the Governor of Georgia has issued a Public Health Emergency. At this time, Amerigroup Community Care will continue to operate during normal business hours and our call centers will remain open.

We are here to work closely with you during this time to ensure that our members continue to receive the same quality of care. We are committed to assisting our providers and members in resolving any issues related to the coronavirus.

In response to the viral pandemic and to ensure continuity of services and treatment with reduced risk of exposure to Amerigroup members and providers, the following changes have been implemented:

Prior authorizations (PA)

- PA requirements for critical life-sustaining services such as oxygen, nebulizer, ventilator, feeding pump, dialysis, insulin/insulin administration, DME, private duty nursing, hospital services, nursing facility services and chemotherapy are **waived** until such time that we communicate a change back to normal processes.
- We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating any postdischarge services, including transportation or transfers.
- We will not deny an inpatient facility for late submission of clinical information and will accept verbal concurrent reviews until such time that we communicate a change back to normal processes.

The following action has been taken by the Pharmacy team to ensure member access to medications is not disrupted:

- Refill Too Soon (RTS) overrides: We have enabled the ability to override the Refill Too Soon edit at the pharmacy point of sale for all noncontrolled medications.
 - If a member attempts to fill a prescription and the claim rejects with a Reject code 79 (Refill Too Soon), the pharmacy should enter Submission Clarification Code 13 in NCPDP vD.0 field 420-DK Submission Clarification Code in order to allow the refill.
 - This override code should be used to process claims only for these members through April 13, 2020. This date may be extended as needed.
 - Please process claims using the following information:
 - BIN: 020107
 - PCN: HL
 - RxGroup: WKJA

* IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Amerigroup Community Care.

Pharmacies should contact the IngenioRx* Pharmacy Help Desk at **1-833-235-2031** for additional assistance in overriding RTS rejections.

Members should also be encouraged to contact their local pharmacy to request medication delivery services, if available.

Telemedicine services

At the guidance of the Department of Community Health (DCH), Amerigroup has expanded the use of telehealth to include the following:

- Waving the telehealth services originating site limitations: originating sites are listed below
- Allowing telehealth services to be provided during the period of COVID-19 emergency response by the following modalities:
 - Telephone communication
 - Use of webcam or other audio and video technology
 - Video cell phone communication

Originating sites include the following:

- Physicians and practitioners' offices
- Hospitals
- Rural health clinics
- Federally qualified health centers
- Hospital-based or critical access hospitals based renal dialysis centers (Independent renal dialysis facilities are not eligible originating sites.)
- Skilled nursing facilities
- Local education authorities
- County boards of health
- Community mental health centers
- A mobile stroke unit: only for purposes of diagnosis, evaluation or treatment of symptoms of an acute stroke provided in accordance with section 1834(m)(6)
- The home of a member
- Emergency medical services ambulance
- Pharmacies

During the period of COVID-19 emergency response, providers should make every effort to ensure that communication is secure and compliant with HIPPA requirements to ensure the privacy and confidentiality of Amerigroup members.

Amerigroup will allow telehealth services under the following guidance:

- All services must be deemed as medically necessary.
- Providers must comply with the provisions outlined in the telehealth manual posted on the DCH GAMMIS web portal.

- The patient must initiate the service and provide consent to be treated virtually, and the consent must be documented in the medical record with date, time and consenting/responsible party before initiation of the service.
- The codes that will be billed must be identified as *telehealth services* by utilizing a telehealth place of service (POS) code and/or a telehealth modifier (for example, GT). For example, evaluation and management codes must have a telehealth POS code. Other codes may have a modifier. The codes and modifiers are available in the telehealth guidance that is located on the GAMMIS website. Providers may locate the DCH telehealth guidance manual at: www.mmis.georgia.gov:
 - Select **Provider Information** tab, and then select **Provider Manuals**. Scroll down to locate the Telehealth/Telemedicine manual);
- Qualified healthcare providers must continue to comply with state telehealth laws and regulations, including professional licensure, scope of practice, standards of care, patient consent and other payment requirements for Medicaid members.

Laboratory code for the COVID-19 test

Effective February 1, 2020, Amerigroup will pay the following two procedure codes for COVID-19 test. These codes have no diagnosis restrictions, can be billed as both primary and/or emergency and limited to one unit per date of service (DOS).

Procedure code	Reimbursement rate
U0002	\$51.31
87635	\$51.31

Amerigroup contact numbers:

- Provider Services: **1-800-454-3730**
- Member Services: **1-800-600-4441**
- Pharmacy Member Services: **1-833-205-6006**
- 24-Hour Nurse HelpLine: **1-800-600-4441**
- Georgia Families 360°_{SM} Intake Line: **1-855-661-2021**

Additional information/resources

- NET: **1-800-600-4441**