

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com>.

Therapy services notification and clinical information submission update

Background: Effective January 1, 2017, OneSource Therapy Review, LLC will begin to conduct medical necessity reviews and authorization determinations on behalf of Amerigroup Community Care for speech, physical and occupational therapy.

What this means to you

Effective January 1, 2017, speech, physical and occupational therapy treatment requests must be submitted through the Georgia Medicaid Management Information System (GAMMIS) prior authorization website (<https://www.mmis.georgia.gov>) or the Availity website (<https://availity.com>). All prior authorization (PA) requests for speech, physical and occupational therapy will be reviewed by OneSource's Therapy Utilization Management team. Please share this information with office staff and other providers in your practice.

Frequently asked questions

Q: How do I submit PA and peer review requests?

A: All PA requests should continue to be submitted to include the complete clinical information* that is uploaded to the GAMMIS site. For questions or to request a peer-to-peer review, email GApeer2peer@anthem.com within two business days of the denial decision or call 1-888-418-0220. A therapist will contact you within seven business days after receipt of your email.

*Note: Requests submitted with incomplete clinical information may result in a denial. Appropriate therapy evaluations must be completed and submitted with all PA requests.

Q: How will OneSource determine medical necessity?

A: OneSource will use Amerigroup medical policies and *Clinical Utilization Management Guidelines* to determine medical necessity of the requested therapies. You may access these medical policies and clinical guidelines at <https://providers.amerigroup.com/medicalpolicies>.

Q: Are there any other changes related to PA by OneSource?

A: No, Amerigroup will continue to require speech, physical and occupational therapies to be provided in a freestanding office setting unless there is a special reason for the service to be provided in a hospital setting.

For the most up-to-date list of our participating freestanding physical therapy providers, refer to our referral directory at <https://providers.amerigroup.com/GA>. Note that authorization requests sent directly to Amerigroup on or after December 1, 2016, will delay medical necessity determination.

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 Provider Relations at 1-800-454-3730 or call OneSource at 1-888-418-0220.