

Update: Georgia flooding

Summary of update (effective March 6, 2020, to April 4, 2020): Due to extensive flooding, the Governor of Georgia has issued a state of emergency for the following counties: Appling, Atkinson, Bacon, Baker, Baldwin, Ben Hill, Berrien, Bibb, Bleckley, Brantley, Brooks, Bryan, Bulloch, Burke, Butts, Calhoun, Camden, Candler, Carroll, Charlton, Chatham, Chattahoochee, Clay, Clayton, Clinch, Cobb, Coffee, Colquitt, Columbia, Cook, Coweta, Crawford, Crisp, Decatur, DeKalb, Dodge, Dooly, Dougherty, Douglas, Early, Echols, Effingham, Emanuel, Evans, Fayette, Fulton, Glascock, Glynn, Grady, Greene, Hancock, Haralson, Harris, Heard, Henry, Houston, Irwin, Jasper, Jeff Davis, Jefferson, Jenkins, Johnson, Jones, Lamar, Lanier, Laurens, Lee, Liberty, Long, Lowndes, Macon, Marion, McDuffie, McIntosh, Meriwether, Miller, Mitchell, Monroe, Montgomery, Morgan, Muscogee, Newton, Peach, Pierce, Pike, Pulaski, Putnam, Quitman, Randolph, Richmond, Rockdale, Schley, Screven, Seminole, Spalding, Stewart, Sumter, Talbot, Taliaferro, Tattnall, Taylor, Telfair, Terrell, Thomas, Tift, Toombs, Treutlen, Troup, Turner, Twiggs, Upton, Ware, Warren, Washington, Wayne, Webster, Wheeler, Wilcox, Wilkinson and Worth.

At this time, Amerigroup Community Care is operating during normal business hours and our call centers will remain open.

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

What is the impact of this change?

Prior authorizations to be presented: We have waived prior authorization requirements for participating and nonparticipating facilities for counties impacted during the State of Emergency to ensure continuity of care as it relates to critical life-sustaining services such as:

- Oxygen.
- Nebulizer.
- Ventilator.
- Feeding pump.
- Dialysis.
- Insulin and insulin administration.
- Durable medical equipment (DME).
- Private duty nursing.
- Hospital services.
- Nursing facility services.
- Chemotherapy.

These changes will remain in effect through the duration of the state of emergency. For further details, please contact our Provider Services line at **1-800-454-3730**.

We respectfully request notification of admissions so that we may assist our providers, facilities and members in coordinating transition of care or post-discharge services, including transportation or transfers.

<https://providers.amerigroup.com/GA>

We will not deny admission to an inpatient facility for late submission of clinical information. We will accept verbal concurrent reviews as well as allow for concessions to be made for the extension of prior authorizations set to expire in the event clinical information is not received timely due to circumstances beyond control during the State of Emergency until such time that we communicate a change back to normal processes.

The following actions are being taken by the Case Management team to ensure member access to medications and home ventilators are not disrupted:

- Case managers will review caseload to determine if there are patients on home ventilators to ensure they are safe and have a safety plan in place.
- Case managers will review caseload and make outreach to members to ensure they have an ample supply of medications, DME supplies, etc. on hand for 30 days.
- Case managers will review caseloads and focus on the following members:
 - High-risk OB patients
 - Patients with oncology diagnosis
 - Dialysis patients
 - Home vent patients

Pharmacy — Medicaid

The Pharmacy team is taking the following actions to ensure member access to medications is not disrupted:

- Refill Too Soon (RTS) overrides: We have enabled the ability to override the RTS edit at the pharmacy point of sale:
 - If a member from the disaster area attempts to fill a prescription and the claim rejects with a Reject 79 — RTS, the pharmacy should enter code *13* in *NCPDP vD.0 field 420-DK for Submission Clarification Code*.
 - Use this override code to process claims only for these members through April 4, 2020. This date may be extended as needed.
 - Please process claims using the following information:
 - BIN: 020107
 - PCN: HL
 - RxGroup: WKJA

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

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call:

- 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 and resources:

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