

Provider Update

Change in nursing facility and intermediate care facility/intellectual disability authorization process

Summary of change: Amerigroup Iowa, Inc. no longer requires preauthorization for in-state (Iowa) custodial nursing facility and intermediate care facility/intellectual disability (ICF/ID) admissions or continued stay reviews.

What is the impact of this change?

- Member facility eligibility must be checked monthly through Availity or the Eligibility and Verification System (EVS) web portal or phone line at 515-323-9639 (locally in Des Moines) or toll free at 1-800-338-7752.
- Providers should continue to follow *Informational Letter 1674* regarding facility admission.
- Authorization does not override eligibility nor does it guarantee payment; therefore, there is no need to request initial or continued stay reviews for the purpose of payment authorization.
- If a member loses facility eligibility, claims may deny for *not a covered benefit* under the current plan type per *Iowa Administrative Code (IAC) 441-81.3*.

FAQ:

Q: How can I guarantee payment when admitting a member without an authorization?

A: Authorization is not a guarantee of payment. If a member is not eligible, Amerigroup will not pay for the service.

Q: If I admit a member who is not eligible on the date of admission, can I charge the member for cost of service?

A: If a member is not eligible for Medicaid and/or does not have facility eligibility on the date of admission, the member can be billed for the service. Often, members become eligible after they have been admitted to the facility and their resources have been used. If the member becomes eligible retroactively for services they have paid for, Amerigroup should be billed for the service, and funds should be returned to the member.

Q: Does this include skilled nursing facility admissions?

A: No, Amerigroup continues to require preauthorization for skilled nursing facility stays. This change only applies to custodial nursing stays and ICF/ID placements.

Q: Does this announcement include Home Health services?

A: No, this is for nursing and ICF/ID facilities only.

Q: Can I get previous denials for *no authorization* reprocessed for payment now that you've waived the authorization requirement?

A: No, this is a change in our current policy. Any authorization requirements in place at the time of services rendered remain in effect during that time period.

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 at 1-800-454-3730.

<https://providers.amerigroup.com>