

Provider Update

Important update: BH individual psychotherapy services

Summary of update: The implementation of the precertification requirements for behavioral health (BH) individual psychotherapy services, as previously noted in the provider update dated September 5, 2019, is **not** going live January 1, 2020.

What does this mean to me?

Amerigroup Iowa, Inc. will not implement the proposed precertification requirement on January 1, 2020. Providers offering individual psychotherapy services will not be required to submit a request for continued services after 24 visits in a rolling 12 month period at this time. Amerigroup will continue to review the psychotherapy service data and have continued conversations with providers to determine a future plan for supporting member BH needs.

Quick reference to retrieve information about your Amerigroup patients

Use Patient360 on our provider site. This real-time dashboard gives you a robust picture of a patient's health and treatment history, and will help you facilitate care coordination.

To access Patient360

- Log in to the secure provider site at <https://www.availity.com>.
- Select **Amerigroup** under *Payer Spaces*.
- Select **Patient360** from *Applications*.
- Enter a specific member's information.

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, Monday-Friday from 7:30 a.m.-6 p.m. Central time or send an email to IowaProviderQuestions@amerigroup.com.

<https://providers.amerigroup.com>

