

Provider Update

Crisis services and subacute clinical criteria

Summary: Amerigroup Iowa, Inc. wants to ensure our members receive the right services at the right time. Below is information on the new clinical criteria for crisis services and subacute level of care (LOC).

What is the impact of this change?

The clinical criteria for crisis response services and subacute mental health services provide information about them, including which elements are required to be eligible for receipt of the service. The new services will provide members access to additional community-based services to address their mental health needs.

You can find the crisis services clinical criteria document and the subacute LOC clinical criteria document on our provider website at <https://providers.amerigroup.com/IA> in the *Provider Resources and Documents* section under the *Behavioral Health* tab.

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>

