

# Provider Update

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## Transition of outpatient rehabilitation utilization management program effective May 1, 2019

**Summary:** Effective May 1, 2019, Amerigroup Iowa, Inc. will be transitioning its Outpatient Rehabilitation program to AIM Specialty Health® (AIM), a specialty health benefits company. The Outpatient Rehabilitation program includes physical, occupational and speech therapy services.

Amerigroup has an existing relationship with AIM in the administration of other programs and is excited to expand the relationship to include outpatient rehabilitation services. AIM works with leading insurers to improve health care quality and manage costs for today's most complex and prevalent tests and treatments, helping to promote care that is appropriate, safe and affordable.

This transition also enables Amerigroup to expand and optimize this program, further ensuring that care aligns with established evidence-based medicine. AIM will continue to use criteria documented in Amerigroup clinical guidelines *GC.REHAB.04*, *CG.REHAB.05*, and *CG.REHAB.06* for review of these services. These clinical guidelines can be reviewed online at <https://providers.amerigroup.com/IA> under *Provider Resources & Documents > Quick Tools > Medical Policies and Clinical UM Guidelines Search*.

Detailed outpatient prior authorization requirements are available online with the Precertification Lookup Tool found at <https://providers.amerigroup.com/Pages/PLUTO.aspx>. Contracted and noncontracted providers may call Provider Services at the phone number on the back of the member's ID card for prior authorization requirements or for additional questions as needed.

### Preservice review requirements

In order to obtain prior authorization for outpatient rehabilitation services to be rendered through April 30, 2019, providers must contact Amerigroup. Amerigroup will honor service authorizations already issued with date spans past May 1, 2019. Providers will not need to request approval from AIM for dates of service previously approved by Amerigroup.

For services that are scheduled on or after May 1, 2019, that have not been authorized, providers must contact AIM to obtain prior authorization. **Beginning April 29, 2019, providers will be able to contact AIM for prior authorization of services to take place on or after May 1, 2019.** Providers are strongly encouraged to verify that a prior authorization has been obtained before scheduling and performing services.

### How to place a review request

**Online:** Get fast, convenient online service twenty-four hours a day, seven days a week via the AIM *ProviderPortal*<sup>SM</sup>, which processes requests in real-time using clinical criteria. Go to <http://aimspecialtyhealth.com/goweb.html> to register.

**By phone:** Call AIM Specialty Health toll free at 1-800-714-0040, Monday through Friday, 7 a.m.-7 p.m. CT. The call center will open April 29, 2019.

<https://providers.amerigroup.com>



**For more information:**

**Online:** For resources to help your practice get started with the Outpatient Rehabilitation program, visit [www.aimproviders.com/rehabilitation](http://www.aimproviders.com/rehabilitation).

Our provider microsite provides access to useful information and tools such as order entry checklists, clinical guidelines and FAQs.

**By phone:** You may contact Provider Services at 1-800-454-3730, Monday-Friday from 7:30 a.m.-6 p.m. CT or send an email to [IowaProviderQuestions@amerigroup.com](mailto:IowaProviderQuestions@amerigroup.com).