Experimental and investigational services

Background: Amerigroup Iowa, Inc. has certain services that are considered experimental and investigational (E&I). These services do not follow the normal prior authorization process.

We want to keep our providers well informed to continue a relationship. Amerigroup has heard provider concerns on E&I services. Please refer to the information below on our E&I services as well as the utilization of our Precertification Look-Up Tool (PLUTO).

PLUTO will indicate that no prior authorization is necessary. However, if the service is determined by Amerigroup policy to be E&I, the submitted claim will be denied.

PLUTO does reference the medical policy that goes with the current procedural terminology for the services. When you look in PLUTO under Provider Resources and Documents, you will see the Amerigroup policy that is used as a reference for the service. Providers should use the link below to review that medical policy and ensure that the proposed service is not considered E&I by Amerigroup.

Step 1: Go to the Iowa provider website at https://providers.amerigroup.com/IA.

Step 2: On the left-hand column, select Quick Tools.
Step 3: Select **Medical Policies and Clinical UM Guidelines Search**.

**Medical Policies and Clinical UM Guidelines Search**

*Find results*
- with all of the words
- with the exact phrase
- with any of the words
- without the words

Step 4: Type the code for the proposed service and review the medical policy for that service. If the medical policy indicates that the service is considered E&I, the policy will state this information.

Providers should use the provider manual and medical policies references when questions arise prior to providing the service. Amerigroup does not cover E&I services. Noncovered services also include any instance when the precertification for a service was not granted, or the service was provided before precertification was given.

**What if I need assistance?**
If you have questions about this communication or need assistance with any other item, call Provider Services at 1-800-454-3730 or contact your local Provider Relations representative.