

Provider Update

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.

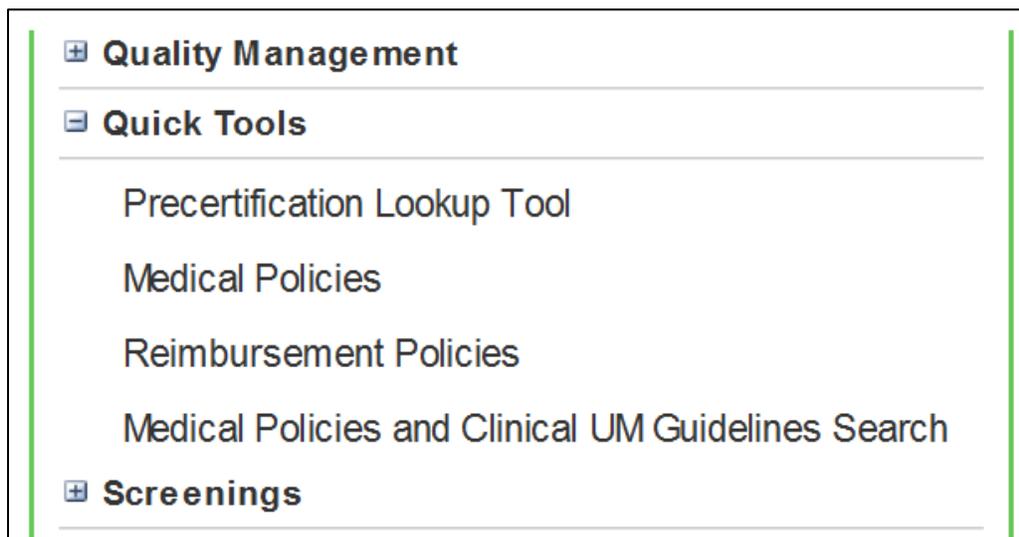
We want to keep our providers well informed to continue a relationship. Amerigroup has heard provider concerns on E&I services. Please refer to the information below on our E&I services as well as the utilization of our Precertification Look-Up Tool (PLUTO).

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**.



The information in this update may be an update or change to your provider manual. Find the most current manual at:
<https://providers.amerigroup.com/ia>



Step 3: Select **Medical Policies and Clinical UM Guidelines Search**.

Medical Policies and Clinical UM Guidelines Search

Find results

with **all** of the words 10 results ▾

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.