

Provider Update

Home Health services, private duty nursing/care and HCBS billing reminders

Amerigroup Iowa, Inc. wants to ensure Home Health agencies (HHAs) are aware of *Informational Letter No. 1765-MC-FFS*, which contains guidance regarding the hierarchy and respective service maximum criteria for Home Health services, private duty nursing/care, and home- and community-based services (HCBS).

In an effort to reduce potential claim payment issues and denials, Amerigroup wishes to remind HHAs of this requirement, which is an existing policy, so they may evaluate their prior authorization and billing practices for impacted members. Procedure-specific prior authorization requirements are available through the Precertification Look-Up Tool (PLUTO), accessible at <https://providers.amerigroup.com/Pages/PLUTO.aspx>.

Failing to render, obtain prior authorization and submit payment for these services per the respective hierarchal structure will result in potential claims denials effective **November 15, 2019**.

Please refer to [Informational Letter No. 1765-MC-FFS](#) for more guidance.

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>

