

Provider Update

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/ia>.

Ophthalmology and Medicare crossover update

Summary of update: This is an update from Amerigroup Iowa, Inc. regarding information on ophthalmology and Medicare crossovers. To ensure you are receiving efficient communications on our processes and services, please refer below for ophthalmology and Medicare crossover information.

Ophthalmology services

Amerigroup will reimburse claims received for routine or medical services rendered by an ophthalmologist.

Our vendor, Superior Vision, will reimburse claims received for services rendered by an optometrist, including routine services and medical services within the scope of practice. Superior Vision will also reimburse services rendered by an optician, including hardware.

Medicare crossover

In reference to the informational letter *MC-1619*, it is the provider's responsibility to submit the crossover claim to the correct managed care organization for reimbursement.

Please note that optometric services are to be submitted directly to Superior Vision for processing.

Amerigroup will accept crossover claims in both standard electronic and paper formats. Please refer to the standard claim submission process in our provider manual. You may also refer to our *Claims and Billing Reference Manual* found at <https://providers.amerigroup.com/ia> > Provider Resources & Documents > Claims Submission and Reimbursement Policy > select Claims and Billing Reference Manual.

Prior to the implementation of managed care, a limited number of claims **did not** crossover. This will continue; a limited number of claims will not automatically crossover.

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.