

Provider Update

This provider bulletin is an update about information in the Amerigroup Iowa, Inc. Provider Manual. For access to the latest Provider Manual go online to <https://providers.amerigroup.com/ia>.

Updates for durable medical equipment (DME) and supplies, behavioral health (BH), and therapy providers

Summary of change: This bulletin provides information on where to find DME providers in your area, the services they provide, and the guidelines for billing BH and therapy services.

✦ **What this means to you:** You are being heard! Please see below for the most recent updates for our DME and supplies, BH, and therapy providers.

DME and supplies

Effective April 1, 2016, Amerigroup Iowa, Inc. covers DME for certain Medicaid member populations, which include IA Health Link, *hawk-i*, Iowa Health and Wellness Plan (IHAWP) and the Iowa Family Planning Network (IFPN).

Member benefits periodically change, so please verify member coverage before providing DME services. You may refer to the Iowa Benefits Comparison grid at https://dhs.iowa.gov/sites/default/files/Benefit_Comparison_Final_March2016.pdf for these member populations.

Where can I find a list of vendors?

The Amerigroup provider directory lists local and national vendors who are part of the Amerigroup network. You may access the Amerigroup provider directory at <https://providers.amerigroup.com/pages/providerdirectory.aspx> to locate vendors and find the services they provide.

BH providers

All Amerigroup BH providers must bill their appropriate service codes with the corresponding modifiers to be reimbursed correctly.

Therapy providers: physical therapy/occupational therapy/speech therapy

Amerigroup providers who provide therapy may request therapy as “visits” or “units.” Your prior authorization certificate will tell you what is authorized:

- Dates of service (time limit)
- Number of units/visits (quantity limit)
- Code (example: 97110)

For example, Mr. Smith was authorized for 10 units/visits from May 1-July 30, 2016. Code 97110 may be billed 10 times between these dates.

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.