

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>.

Utilization management provider information updates

Summary of update: This is an update to ensure providers can accurately send all inpatient and outpatient behavioral health (BH) authorization requests.

What this means to you: As an Amerigroup Iowa, Inc. provider making an authorization request, it is essential to clarify whom the servicing provider will be. When making an authorization request, please include the servicing provider's NPI, address, phone number and fax number on both the website and fax request.

Availity

When building cases in Availity, it is pertinent that you provide us the correct information. Please build cases in Availity with the proper procedure code or 99490 and add any necessary modifiers to the notes section for case management to update. When the procedure codes aren't listed, you will be prompted to enter the utilization management service group information.

Provider ID numbers

Amerigroup has a specific list of provider ID numbers that are used for the Integrated Health Home notice of decision authorizations. Please enter the correct provider ID numbers. You may reach out to your Provider Relations representative to receive these.

Updates for efficiency

- For community mental health centers, the place of service (POS) code should be 53. Please do not use POS 99 (other unlisted facility).
- For BH treatment, please select psychiatric and not medical.
- For routing, please route cases appropriately to PA-IA-BH.

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.