

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/KS>.

Providers experiencing claim denials for code G38: service included in higher level of care

Summary of change: Amerigroup Kansas, Inc. has been experiencing a system issue causing some services to deny with the code G38 when the services are billed on the same claim as a surgery code with a global period of zero (even when the dates of service are different). These are largely evaluation and management services. For example, if a circumcision is billed on date of service December 1, 2016, and a subsequent hospital care visit is billed on date of service December 2, 2016, on the same claim, the subsequent hospital care visit will deny G38 incorrectly.

This has been occurring since approximately May 2016, and we are working on finding an automated solution. If providers submit these services on separate claims, the denials will not occur. We realize this is an inconvenience and sometimes your software does not allow for this. We have done two large claim projects to reprocess the affected claims and will begin doing these on a monthly basis for those providers unable or unwilling to submit the services on separate claims.

What if I need assistance?

If you have any questions, contact Provider Services at 1-800-454-3730 or your local Provider Relations representative.