

## Retroactive eligibility authorization process

**Summary of change:** Effective immediately, Amerigroup Kansas, Inc. is adhering to the previously published Kansas Medical Assistance Program Provider bulletin (#13150 – previously published in December 2013) regarding members with retroactive eligibility and their claims for services that require prior authorization.

✦ **What this means to you:** In cases where the member is made retro-actively eligible for KanCare, a waiver program or a nursing facility (prior to claim submission), contact Amerigroup at 1-800-454-3730 on the next business day to obtain retro-authorization for the applicable service. Specify the request is for a retro eligible member.

### **What happens next?**

Amerigroup will review the request for medical necessity. If and when the service is determined to be medically necessary, an authorization will be entered and the claim should then be submitted for payment. If the authorization is denied, you may appeal this decision. Please note that all services that would normally require prior authorization will be reviewed for medical necessity. This includes but is not limited to hospital, certain durable medical equipment (DME), physical therapy and occupational therapy, and hospice.

### **What if a claim is submitted prior to obtaining authorization?**

If a claim is submitted prior to obtaining authorization, the claim will deny for failure to receive authorization. At that point, you may appeal the denial by filing a written appeal and attaching medical records for review.

Written appeals may be sent to the following address:

Amerigroup Payment Appeals  
P.O. Box 61599  
Virginia Beach, VA 23466-1599

Amerigroup will no longer override the authorization requirement without determining medical necessity. Beginning January 1, 2015, spreadsheet submissions to Provider Relations representatives for retroactive eligible members will no longer be accepted.

### **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.