

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>.

Requests for authorization of Traumatic Brain Injury waiver therapy services

Summary of change: Effective immediately, providers will need to email the *Precertification Request* form to KS_TBI_CCR@amerigroup.com in order to obtain authorization for occupational therapy, physical therapy, speech therapy, cognitive therapy, behavioral therapy and transitional living skill services for members who are on the Traumatic Brain Injury (TBI) waiver.

What this means to you

The process for submitting requests for authorization of TBI waiver therapy services has changed. Emailing the request to the designated TBI mailbox will allow for better tracking of therapy authorizations and a better turnaround time for authorizations being keyed into the system.

Supporting documents must be sent into the TBI mailbox at the time of the request. This includes precertification request forms, any current therapy evaluations and service recommendation forms. For ongoing therapies, in addition to the previously listed documentation, the six most current clinical notes for the member are required to support medical necessity for ongoing therapies.

What is the impact of this change?

This change aligns the waiver process with utilization management protocols and ensures the availability of staff to respond to your request in the event that the designated contact is unavailable.

Providers will still receive acknowledgement of authorizations. If you have not received confirmation within 10 days, call the Long-Term Services and Supports department at 1-877-434-7579, ext. 50103 or email KS_TBI_CCR@amerigroup.com.

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.