

# Provider Update

## IMPORTANT REMINDER

### OrthoNet Physical and Occupational Therapy Reviews

**Background:** Effective December 1, 2014, Amerigroup Community Care is contracted with OrthoNet, LLC, to conduct medical necessity reviews for physical and occupational therapy for Amerigroup members ages 21 or older.

#### ✦ What this means to you:

Effective December 1, 2014, physical and occupational therapy treatment requests must be reviewed by OrthoNet for prior authorization (PA). You may request PA by submitting complete clinical information to OrthoNet:

- By phone at 1-844-604-6767
- By fax at 1-844-604-6768

Requests submitted with incomplete clinical information may result in a denial. The initial physical/occupational therapy evaluation does not require PA, but subsequent treatments will.

#### **What is the impact of this change?**

OrthoNet will use WellPoint's medical policies and clinical utilization management guidelines to determine medical necessity of the requested therapies. You may access these medical policies and clinical guidelines at [providers.amerigroup.com/medicalpolicies](http://providers.amerigroup.com/medicalpolicies). If no WellPoint clinical utilization management guideline is applicable, then OrthoNet clinical review criteria will be applied.

#### **Are there any other changes related to PA by OrthoNet?**

No. Amerigroup will continue to require that physical and occupational therapies be provided in a freestanding office setting unless there is a special reason for the service to be provided in a hospital setting. For the most up-to-date list of our participating freestanding physical therapy providers, refer to our Maryland Referral Directory at [providers.amerigroup.com/MD](http://providers.amerigroup.com/MD).

#### **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 OrthoNet at 1-844-604-6767.

Authorization requests sent directly to Amerigroup on December 1 or after will only delay the medical necessity determination.

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