

Provider Update

Change to Clinical Utilization Management Guidelines

Summary of change: Currently, Amerigroup Corporation (Amerigroup*) and its health plan subsidiaries use McKesson InterQual criteria and Aetna clinical policy bulletins to support benefit determinations related to medical necessity and investigational/experimental services. As of December 24, 2012, WellPoint, Inc. (WellPoint) acquired Amerigroup and its subsidiaries and has its own nationally recognized medical policy process for all of its subsidiary entities.

Effective May 1, 2013, WellPoint medical policies, which are publicly accessible from its UniCare subsidiary website, will be the primary benefit plan policies for determining whether services are considered to be a) investigational/experimental, b) medically necessary, and c) cosmetic or reconstructive for Amerigroup and its subsidiaries.

McKesson InterQual criteria will continue to be used when no specific UniCare medical policies exist. In the absence of licensed McKesson InterQual criteria, Amerigroup subsidiaries may use UniCare Clinical Utilization Management (UM) Guidelines. A list of the specific UniCare Clinical UM Guidelines used will be posted and maintained on the Amerigroup subsidiary websites and can be obtained in hard copy by written request. The policies described above will support precertification requirements, clinical-appropriateness claims edits and retrospective review.

Federal and state law, as well as contract language, including definitions and specific contract provisions/exclusions, take precedence over medical policy and must be considered first when determining eligibility for coverage. As such, in all cases, state Medicaid contracts or Centers for Medicare & Medicaid Services (CMS) requirements will supersede both McKesson InterQual and UniCare medical policy criteria. Medical technology is constantly evolving, and we reserve the right to review and periodically update medical policy and utilization management criteria.

✦ **What this means to you:** Existing precertification requirements *have not changed*. Please share this notice with other members of your practice and office staff.

Why is this change necessary?

WellPoint recently acquired Amerigroup and all of its subsidiaries. The WellPoint policy process and description are available on the [UniCare website](#). The medical policies and clinical UM guidelines are determined by WellPoint's Medical Policy & Technology Assessment Committee (MPTAC). MPTAC is a multidisciplinary group that includes physicians from various medical specialties, clinical practice environments and geographic areas.

What is the impact of this change?

Once the change is effective, applicable medical policies will be found on the [UniCare website](#). In the absence of a UniCare medical policy, Amerigroup will continue to use McKesson's InterQual Criteria.

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 the numbers listed below:

- Medicaid providers call 1-800-454-3730
- Medicare providers call 1-866-805-4589

**In New Mexico, Amerigroup Community Care of New Mexico, Inc. In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.*

WLP-PEC-0004-12
Issued January 2013

