

Provider Update

Changes to Level 2 case management guidelines: Program requirement number one is being expanded

Summary: Beginning August 1, 2015, Amerigroup Community Care will expand program requirement number one of both the adult and child/adolescent guidelines. This program requirement is related to the provision of case management services from professionals with only bachelor's degrees in psychology, social work, sociology or nursing (licensed RN). Amerigroup has expanded the required degrees to include other human service-related degrees.

✦ **What this means to you:** Program requirement number one is being expanded to include the provision of Level 2 case management by professionals with other human service related degrees. Providers who are contracted for Level II case management services can assign Amerigroup members to case managers who have at least a bachelor's degree in disciplines other than psychology, social work, sociology or nursing (licensed RN). Amerigroup members are expected to be assigned to case managers with a human service-related bachelor's degree. Exceptions to the human service-related degrees will be reviewed on a case-by-case basis.

What bachelor's degrees will Amerigroup recognize as appropriate for the provision of Level 2 case management?

Amerigroup will not issue a list of degrees. The expectation is for the agency to be able to provide information about the relevant coursework for associates who provide Level II case management to Amerigroup members but do not have degrees in psychology, social work, sociology or nursing (licensed RN). The information should be available upon request but is not required as part of the precertification process for Level II case management. Exceptions to Amerigroup members receiving case management from an associate without a human service-related bachelor's degree will be reviewed on a case-by-case basis.

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.

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