

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com>.

Effective September 15, 2016: Level II Case Management will only require notification

Summary: From September 15, 2016, through November 30, 2016, Amerigroup Community Care will move to a notification-only process for Level II Case Management.

Level II Case Management preauthorization requests received prior to September 15, 2016, will be reviewed for medical necessity. For both the adult and child/adolescent populations, requests received on and after September 15, 2016, will no longer require a preauthorization review of medical necessity; however, you must continue to ensure members submitted for notification meet the state-approved guidelines for Level II Case Management services.

How do I notify Amerigroup?

You must notify us that the member is being serviced in Level II Case Management within 72 hours of initiating the service. If you use the portal for preauthorization, you may continue to use the portal for notification. If you prefer fax, please use the *Request for Level II Mental Health Case Management Services Form* as the notification method. The form is located on our provider website at <https://providers.amerigroup.com/TN> > **Forms > Request for Level II Mental Health Case Management Services Form**. Please complete, at a minimum, the first page of the form to ensure the reference number is accurately rendered.

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.