

# Provider Update

## Important Notice for Amerigroup Providers Regarding Home Health, Home Infusion, Durable Medical Equipment and Medical Supply Services

**Background:** Effective July 29, 2015, Univita Healthcare Solutions (Univita) will no longer administer home health, home infusion, durable medical equipment (DME) and medical supply services for Amerigroup Washington, Inc. members.

### What this means to you:

#### If you have patients needing care, continue to service your patients.

- Effective July 29, 2015, all new authorization requests for DME and medical supply services will need to be coordinated directly with Amerigroup. Please complete our preauthorization request form with provider prescription and pertinent clinical information and return by fax to 844-528-3681

#### Request precertification by Fax:

	Medicaid	Medicare
By fax	844-528-3681	888-235-8468
Call if you have questions	855-323-4688. ext. 36105	866-805-4589

Providers will be notified of new authorization requirements in a separate provider communication. For now, continue to obtain authorization for all services.

Submit claims for dates of service July 29, 2015, forward on original claim forms (CMS-1500 or CMS-1450) printed with dropout red ink or typed (not handwritten) in large, dark font. AMA and CMS-approved modifiers must be used appropriately based on the type of service and procedure code. Mail to:

Claims  
Amerigroup Washington, Inc.  
P.O. Box 61010  
Virginia Beach, VA 23466-1010

**What if I am a downstream provider of DME currently only contracted with Univita?** For providers contracted with Univita, but not yet finished contracting with Amerigroup, we will provide single case agreements to meet member needs. Except for hospitals, we are not adding new providers to our network at this time.



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All DME and Home Health/Home Infusion vendors must attend an orientation with Amerigroup. Register by emailing “DME (or Home Health/Infusion) Orientation” to [wa1provrelations@amerigroup.com](mailto:wa1provrelations@amerigroup.com). Orientation sessions are below:

DME	Wednesday, August 5 – 2-3:30pm PST
Home Health/Infusion	Thursday, August 6 – 12-1:30pm PST

## What resources are available to me?

You may contact Amerigroup Provider Services at 1-800-454-3730. Please refer to your Amerigroup quick reference card for additional information and be sure to visit us online at [providers.amerigroup.com/WA](http://providers.amerigroup.com/WA) for the latest reference materials.

## What if I need assistance?

If you have questions or know of a member who needs assistance during this transition, please call Provider Services at 1-800-454-3730 for Medicaid providers or the Dedicated Service Unit at 1-866-805-4589 for Medicare providers or your local Provider Relations representative. A representative will be happy to help you.

We thank you for the care you provide to our members, your patients<sup>[TC1]</sup>!



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