

Reminder: Physical and occupational therapy reviews

Summary: Effective January 1, 2019, Amerigroup District of Columbia, Inc. transitioned the management of adult physical therapy (PT) and occupational therapy (OT) medical necessity reviews for members 21 years of age and over from OrthoNet LLC (OrthoNet) to the Utilization Management (UM) team at Amerigroup.

What this means to me

Amerigroup must review PT and OT treatment prior authorization (PA) requests for members aged 21 years and over. You may request PA by submitting complete clinical information to Amerigroup:

- By fax at 1-866-920-6180.
- By visiting <https://www.availity.com> to access the Interactive Care Reviewer tool.

Requests with incomplete clinical information may result in a denial. While initial PT and OT evaluation does not require PA, subsequent treatments will. Detailed PA requirements are available to contracted providers through the provider self-service tool at <https://www.availity.com>.

For services that are scheduled on or after January 1, 2019, physicians need to contact Amerigroup to obtain PA for services. Providers can contact Amerigroup now for PA for services taking place after December 31, 2018. We strongly encourage providers to verify that a PA has been obtained before scheduling or performing services.

Amerigroup will use our *Medical Policies* and *Clinical UM Guidelines* to determine medical necessity for the requested therapies. You may access these policies and guidelines at <https://medicalpolicies.amerigroup.com>.

Are there any other PA changes?

No, Amerigroup continues to require a freestanding office setting for PT and OT services unless there is special reason to provide the services in a hospital setting. For the most current list of participating freestanding PT and OT providers, use the referral directory at <https://providers.amerigroup.com/DC>.

Note: PA requests sent to OrthoNet after December 31, 2018, will delay the medical necessity determination.

What if I need assistance?

If you have questions about this communication or need assistance, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.