



Ordering, rendering, prescribing providers

Amerigroup Iowa, Inc.

Summary

- In compliance with the *Patient Protection and Affordable Care Act*, CMS requires all ordering, referring, prescribing and attending providers to be enrolled in the Iowa Medicaid program. Any independent practitioner rendering Medicaid services to Amerigroup members must be enrolled with the Iowa Medicaid Enterprise (IME), including attending providers.
- Amerigroup may not pay and may later recoup claims if the service has been rendered by a provider who is not enrolled with Iowa Medicaid. In addition to being enrolled with the IME, billing providers are required to include the National Provider Identifier (NPI) of any ordering, prescribing, or referring provider as detailed in Federal Regulations (42 CFR 455.410.)

Individuals required to enroll as an Iowa Medicaid provider



Licensed doctors of medicine/osteopathy	Licensed audiologists
Licensed doctors of chiropractic	Licensed physician assistants
Licensed doctors of podiatric medicine	Licensed nurse practitioners
Licensed doctors of optometry	Licensed clinical psychologists
Licensed physical therapists	Licensed clinical social worker
Certified registered nurse anesthetist	Licensed certified nurse midwives

Individuals required to enroll with Iowa Medicaid (non-billing entity, not independent practitioner)

Durable Medical Equipment suppliers	Orthopedic shoe dealers
Home Health Agencies/Private Duty nursing	Hearing aid dealers
Hospice	All hospital-inpatient; outpatient
All facilities (i.e.NF, ICF-ID, SNF, PMIC)	Imaging/testing facilities/labs
All OT/PT/ST- Including outpatient rehabilitation facilities	Clinics/outpatient services
Pharmacies	All HCBS and habilitation providers

Employees rendering services on behalf of enrolled entity (not considered rendering, ordering or prescribing)

Temporarily licensed and licensed mental health counselors (LMHC) and provisionally licensed psychologists

Registered nurse practitioners

Certified alcohol and drug addiction counselors

Board certified behavior analysts

Providers enrolled as an organization

- Community mental health centers, behavioral health service organizations, behavioral health intervention service organizations, rehabilitation agencies, federally qualified health centers, psychiatric medical institutions for children, rural health clinics and Indian Health Service (IHS) providers bill for Medicaid covered services using the organization's NPI.
- Employees of these organizations that order, prescribe, refer or recommend Medicaid covered services must enroll individually with the IME.
- For an individual that is an enrolled provider with Amerigroup, the rendering provider's NPI is in Box 24J on *CMS-1500* claim form only for informational purposes.

What does this mean for providers?

All providers who are referring or ordering services or attending to patients must have an active IME provider identification number.

All providers who are prescribing medicines or equipment must have an active IME provider identification number.

This includes all out-of-state providers who are referring, ordering, prescribing and attending. All out-of-state providers must be enrolled with the IME.



Claims and billing guidance

Claims guidance: field 24j (rendering provider)

The provider rendering the service is reported in 24j. The rendering provider is the person or company (e.g., laboratory or other facility) that rendered or supervised the care. Report the identification number in items 24i and 24j only when different from data recorded in items 33a and 33b.

Claims guidance: field 33 (billing)

- Field 33 (required): physician's, supervising physician's and supplier's billing name and address.
 - Enter the billing name and billing address of the individual providing the claimed services. Enter the individual provider number and/or the group provider, or if appropriate, the Amerigroup assigned provider number to whom the services are being billed.
- Field 33a (required): NPI #
 - This field is used to report the NPI number for the billing provider.

Claims guidance: field 32 (servicing)

- Field 32 (required if applicable): name and address of facility where services were rendered
 - Enter the name and address of the facility where services were rendered if they were furnished in a hospital, clinic, laboratory or any facility other than the patient's home or physician's office.
 - A complete address includes the ZIP code, which allows carriers to determine the correct pricing locality for purposes of claims payment.
 - When the name and address of the facility is the same as the biller name and address in Field 33, enter the word **Same**.



Common claims rejections

Common billing errors

- We are unable to verify the NPI(s) submitted on the claim is enrolled with Iowa Medicaid.
- The TIN billed is currently set up as a group, but claim was submitted as an individual.
- The TIN billed does not match the TIN in our system.
- The TIN billed does not match the provider name in our system.
- An illegible or missing provider full name or tax ID number.
- An illegible or missing physical address (provider must submit a physical address in addition to PO box).

Common billing errors (cont.)

- The billing info or group is not on claim (the provider already exists in our claims system and has submitted only the rendering info without the group).
- Amerigroup records indicate that the record is being used as a pay to self-provider and has been submitted with group billing information.
- The provider is billing with an individual practitioner NPI in box 33a.
 - Please resubmit with Group NPI in box 33 and individual practitioner Name/NPI in box 24j and 33a.

Resources

Resource	Direct link
<i>Amerigroup Claims and Billing Reference Manual</i>	https://providers.amerigroup.com/ProviderDocuments/IAIA_ClaimsandBillingRefManual.pdf
<i>Amerigroup Provider Manual</i>	https://providers.amerigroup.com/ProviderDocuments/IAIA_ProviderManual.pdf
<i>Claims Submission — Required Information for Professional Providers</i>	https://providers.amerigroup.com/Reimbursement%20Policy%20Documents/IAIA_RP_ClaimsSubProf.pdf

