

Provider Update

Custom molded orthotics require prior authorization

Summary: Effective March 1, 2016, custom molded orthotics will require prior authorization (PA).

✦ **What this means to you:** Custom molded orthotic requests must be reviewed by Amerigroup* for PA for dates of service on or after March 1, 2016.

What is the impact of this change?

Amerigroup will require PA for custom molded orthotics beginning March 1, 2016. Please refer to the Provider Self-Service tool for detailed authorization requirements. Go to providers.amerigroup.com, select your state, then under Provider Resources & Documents, select Quick Tools/Precertification Lookup Tool.

Please use one of the following methods to request PA:

- Phone: 1-800-454-3730
- Fax: 1-800-964-3627

What if I need assistance?

If you have questions about this communication, received it in error, or need assistance with any other item, call Provider Services at 1-800-454-3730.

*In Texas, Amerigroup members in the Medicaid Rural Service Area are served by Amerigroup Insurance Company; all other Amerigroup members are served by Amerigroup Texas, Inc.