

New emergency room requirement for hospitals

Amerigroup reviewed our emergency room (ER) claims data and identified numerous reimbursements for services with diagnoses that are not indicative of urgent or emergent conditions. As a managed care organization, we promote the provision of services in the most appropriate setting and reinforce the need for members to coordinate care with their PCP unless the injury or sudden onset of illness requires immediate medical attention.

Effective on or after July 1, 2020, for nonparticipating hospitals and on or after September 1, 2020, for participating hospitals, Amerigroup will only process an ER claim for a hospital as **emergent** and reimburse at the applicable contracted rate or valid out-of-network Medicaid fee-for-service rate when a diagnosis from a designated auto-pay list is billed as the primary diagnosis on the claim.

If the primary diagnosis is not on the auto-pay list, the provider must submit medical records with the claim. Upon receipt, the claim and records will be reviewed by a prudent layperson standard to determine if the presenting symptoms qualify the patient's condition as emergent. If the reviewer confirms the visit was emergent, according to the prudent layperson criteria, the claim will pay at the applicable contracted rate or valid out-of-network Medicaid fee-for-service rate. If it is determined to be nonemergent, the claim will pay a triage fee.

In the event a claim from a hospital is submitted without a diagnosis from the auto-pay list as the primary diagnosis and no medical records are attached, the claim for the ER visit will automatically pay a triage fee.

Amerigroup appreciates the care you provide to our members in a time of need, especially during this unprecedented time in our country. **The diagnosis of COVID-19 or Coronavirus is considered an emergency.** Regardless, we want to collaborate with you to help reduce inappropriate ER use, thereby, reducing crowded conditions in your facility and enhancing our ability to be a prudent payer.

A copy of the current ER diagnosis auto-pay list is available on our provider website at <https://providers.amerigroup.com/TX>. The list of diagnoses, which includes the diagnosis codes for COVID-19 or Coronavirus, will be updated as needed and posted on the website under Provider Resources & Documents > Quick Tools.

If you have questions about this communication or need assistance with any other item, contact Provider Services at **1-800-454-3730**.

<https://providers.amerigroup.com>