

This is an update about information in the provider manual. For access to the latest provider manual, go online to <https://providers.amerigroup.com/TX>.

Miscellaneous durable medical equipment billing guidelines

Summary: Amerigroup is reminding providers and billers that miscellaneous durable medical equipment (DME) procedure codes, such as E1399, cannot be used as an alternative to legitimate codes.

What this means to you: Post-payment reviews will be conducted to ensure the right code for the right service is used. This applies to all Amerigroup products.

Amerigroup continually evaluates coding and billing patterns in an effort to improve the provider experience. Recently, we have identified trends related to the use of E1399 — DME, miscellaneous. This code is only intended for use when a more appropriate code is not available. When an appropriate code does exist, that code must be used regardless of your contracted rate. It is not appropriate to use E1399 for payment increases. Information related to miscellaneous codes is available in the *Amerigroup Reimbursement Policy* at <https://providers.amerigroup.com/TX>.

Unfortunately, we have identified some common inappropriate uses of code E1399. These include but are not limited to gait trainers (E8001/E8002), shower chairs (E0240), standing frames (E0641), hospital beds (E0250-E0373) and stand assist lifts (E0635).

Amerigroup continues to require prior authorization for the use of miscellaneous code E1399. As it is not Amerigroup policy to inform providers of proper billing processes within prior authorization responses, authorization responses do not include code-specific details. If your service was approved, but your claim was denied payment when billed using E1399, the incorrect code was used. You will need to correct the claim with the appropriate HIPAA-compliant HCPCS.

Amerigroup will conduct post-payment reviews of code E1399 to ensure proper use. If it is determined a more appropriate code should have been used, Amerigroup will recover or recoup the overpayment accordingly.

What if I need assistance?

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

<https://providers.amerigroup.com/TX>