

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>.

## **Update regarding Amerigroup\* guidelines for processing therapy precertification requests**

### **Summary of changes**

**Update #1:** New therapy prior authorization (PA) request fax number: 1-844-756-4608

**Update #2:** Amerigroup is updating our PA requirements to meet *Texas Medicaid Provider Procedures Manual (TMPPM)* standard deviation score requirements for developmental delay in these therapy services: physical therapy (PT), occupational therapy (OT) and speech therapy (ST) for Medicaid (STAR, STAR+PLUS, STAR Kids) and the CHIP program.

**Update #3:** Amerigroup is updating our PA timelines for therapy services targeting developmental delays. Medically necessary PT, OT and ST services addressing developmental delays will be authorized for an initial period of up to 90 days. Date spans requested that exceed 90 days from the requested start date of the authorization will not be processed.

**Update #1: Our fax number for therapy PA requests has changed to:**

**1-844-756-4608**

### **What this means to you**

Effective January 16, 2017, please direct all fax requests for PT, OT or ST PA to 1-844-756-4608.

**Update #2: Amerigroup is updating our PA requirements to meet *TMPPM* standard deviation score requirements for PT, OT and ST.**

### **What this means to you**

Amerigroup follows *TMPPM* guidelines for PA of therapy services. Effective January 16, 2017, eligibility for developmental delay therapy requests will be based on the standard deviation (SD) score and guidelines set by the *TMPPM*.

### **Why is this change necessary?**

We will align our therapy guidelines and developmental delay eligibility for therapy (PT, OT and ST) services with *TMPPM* published therapy guidelines and updates.

### **What is the impact of this change?**

Eligibility criteria for developmental delay services for PT, OT and ST will no longer be based on an SD score of 1.33 from the mean based on a norm-referenced standardized test. Amerigroup will no longer utilize the Amerigroup Standardized Test Grid and will follow current guidelines and eligibility requirements established by *TMPPM*. Providers should submit standard scores for developmental delay standardized tests in order to demonstrate this criteria.

**Update #3: Amerigroup is updating our PA requirements for therapy services targeting developmental delays. Medically necessary PT, OT and ST services that address developmental delays will be authorized for a period of up to 90 days.**

**What this means to you**

Amerigroup will approve up to 90 days for initial and ongoing requests for PT, OT and ST to address developmental delays. Any date spans requested that exceed 90 days from the requested start date of the authorization will not be processed.

**What is the impact of this change?**

Amerigroup will only authorize medically necessary therapy services for developmental delays for up to 90 days. For all reauthorization requests, an updated plan of care showing progress towards functional goals along with a progress update on a home exercise program will be required. Norm-referenced standardized test scores for developmental delay therapy services will be required every 6 months. Further guidance on standardized test requirements can be found in the TMPPM. Reauthorization requests should not be submitted earlier than 10 days prior to the end of a current authorization.

**What if I need assistance?**

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

*\*Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.*