



## Outpatient Rehabilitation Program transition: new prior authorization requirements

**Summary of update:** Effective June 1, 2020, Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) will transition the utilization management of our Outpatient Rehabilitation Program to AIM Specialty Health® (AIM). AIM is a specialty health benefits company. The Outpatient Rehabilitation Program includes physical, occupational and speech therapy services. Amerigroup STAR+PLUS MMP has an existing relationship with AIM in the administration of other programs.

This relationship with AIM will enable Amerigroup STAR+PLUS MMP to expand and optimize this program, further ensuring that care aligns with established evidence-based medicine. AIM will follow the clinical hierarchy established by Amerigroup STAR+PLUS MMP for medical necessity determination. Amerigroup STAR+PLUS MMP makes coverage determinations based on guidance from CMS, including national coverage determinations, local coverage determinations, other coverage guidelines and instructions issued by CMS, and legislative changes in benefits. When existing guidance does not provide sufficient clinical detail, AIM will determine medical necessity using an objective, evidence-based process.

AIM will continue to use criteria documented in Amerigroup STAR+PLUS MMP clinical guidelines *CG.REHAB.04*, *CG.REHAB.05* and *CG.REHAB.06* for review of these services. These clinical guidelines can be reviewed online at [https://medicalpolicies.amerigroup.com/am\\_search.html](https://medicalpolicies.amerigroup.com/am_search.html).

Not all prior authorization requirements are listed here. Prior authorization requirements are available to contracted and noncontracted providers on our provider website (<https://providers.amerigroup.com/TX> > Provider Resources & Documents > Quick Tools > Precertification Lookup Tool) and in the Availity Portal. Providers may also call us at **1-855-878-1785** for prior authorization requirements.

### Prior authorization review requirements

For services to be rendered for dates of service of October 1, 2019, through May 31, 2020, no prior authorization is required for outpatient rehabilitation services. For these service dates, in addition to all other rights Amerigroup STAR+PLUS MMP has under our provider contract and law, Amerigroup STAR+PLUS MMP and AIM will continue to monitor claims history and utilization trends and will validate provider and member information. AIM will facilitate training sessions to provide an overview of the program and demonstrate the AIM *ProviderPortal*<sub>SM</sub>. Please access the AIM Rehabilitation Provider Portal to register for an upcoming session.

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

For services that are scheduled on or after June 1, 2020, providers must contact AIM to obtain prior authorization. Beginning May 19, 2020, providers will be able to contact AIM for prior authorization of services to take place on or after June 1, 2020. Providers are strongly encouraged to verify that they have obtained prior authorization before scheduling and performing services.

### **How to place a review request**

You may place a prior authorization request online via the AIM *ProviderPortal*. This service is available 24 hours a day, 7 days a week to process requests in real time using clinical criteria. Go to [www.providerportal.com](http://www.providerportal.com) to register. You can also call AIM at **1-800-714-0040**, Monday-Friday 7 a.m.-7 p.m. Central time.

### **For more information**

For resources to help your practice get started with the Outpatient Rehabilitation Program, go to [www.aimproviders.com/rehabilitation](http://www.aimproviders.com/rehabilitation). For portal login Issues, call **1-800-252-2021**.

The AIM website provides access to useful information and tools, such as order entry checklists, clinical guidelines and an FAQ.