

New prior authorization form coming September 1, 2015

Summary of change: The Texas Department of Insurance (TDI) has adopted 28 TAC 19.1801-19.1804 and 19.1810 regarding forms to request prior authorizations (PA) for Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan). Effective September 1, 2015, Amerigroup STAR+PLUS MMP will adopt this new prior authorization form.

✦ **What this means to you:** Beginning September 1, 2015, Amerigroup STAR+PLUS MMP will comply with the TDI adoption of the Texas standard PA request form for health care services.

Why is Amerigroup STAR+PLUS MMP making this change?

In previous legislative sessions, bills were passed related to provider simplification initiatives. The PA form is one of those changes. The intent of this change is to make things easier for providers insofar as you will have only one PA form instead of multiple forms across multiple payers. As a result of this change, the TDI adopted 28 TAC 19.1801-19.1804 and 19.1810. This form will become effective for use beginning September 1, 2015. Amerigroup STAR+PLUS MMP is complying with the change and will make the forms available for use both by paper and electronically.

There are some exceptions: Vision and dental do not apply as outlined in the TDI rule, as they are only for a specified disease or a single benefit. Therefore, Amerigroup STAR+PLUS MMP vendors for vision (Superior Vision) and dental (DentaQuest) are excluded. Additionally, nursing facilities and long-term support services are excluded.

Frequently asked questions

How can I access the new Texas standard prior authorization form?

- The new form is attached to this notice for your convenience.
- It will be available on our website September 1, 2015, at providers.amerigroup.com/TX.
- You can complete the fields and submit an electronic version via the Availity website.

When should I start using the new form?

The new form may be used on or after September 1, 2015.

What will happen if I use an old PA form after September 1, 2015?

Amerigroup STAR+PLUS MMP will accept our previously approved PA forms; however, the old forms will no longer be distributed. We want to encourage you to use this new form beginning September 1, 2015.

If I choose to download and submit via fax, where do I fax the form?

You can fax the form to the same fax numbers you've previously used.

- Inpatient/outpatient, surgeries and other general requests fax: 1-800-964-3627
- Durable medical equipment fax: 1-866-249-1294
- Behavioral health inpatient fax: 1-877-434-7578
- Behavioral health outpatient fax: 1-866-877-5229

Can I still access the Amerigroup STAR+PLUS MMP Precertification Lookup tool online?

Yes. The only change is the form itself. All other PA processes remain the same. If you have questions regarding PA requirements, visit providers.amerigroup.com/TX and select *Precertification Lookup* from our Quick Tools menu.

What about those services precertified by AIM Specialty Health (AIM)?

AIM will still provide certain outpatient imaging utilization management services. Continue to contact AIM at 1-800-714-0040 to obtain prior authorization for the following services:

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| • MRA/MRI | • CT/CTA scans |
| • Nuclear cardiology | • PET scans |
| • Echocardiogram | • Stress echocardiography (SE) |
| • Resting transthoracic echocardiography (TTE) | • Transesophageal echocardiography (TEE) |

What about those services authorized by OrthoNet?

OrthoNet will continue to review authorizations for physical (PT), occupational (OT) and speech therapy (ST), and spine/pain management services. You may continue to fax to OrthoNet at 1-855-232-6795 for PT/ST/OT services or to 1-844-246-1094 for spine/pain management services.

Will you require additional information in order to process my prior authorization request?

While the form is changing, the overall process is not changing. Amerigroup STAR+PLUS MMP will still require key information to process your request. This may include medical records and physician orders. If you send that information with the authorization request please continue to do so on or after September 1, 2015. In the event we do not have enough information to process the request we will notify you.

Does this apply to pharmacy?

This form does not apply to pharmacy; however, pharmacy does have a new form that is effective September 1, 2015, as well. Those affected by the new pharmacy form will receive a separate notification shortly.

Will I still use the Special Rehabilitation Facility for Targeted Case Management and Mental Health Rehab services?

No, the SRF contained in the Uniform Managed Care Manual will be replaced with this new form. Amerigroup STAR+PLUS MMP, other Managed Care Organization and Health and Human Services Commission are partnering to ensure the most seamless transition to this new form. If you are a Local Mental Health Authority or other provider certified to provide these services (also known as SB58 services) you will hear more through HHSC and the Texas Council as well.

What if I need help?

If you have questions about this communication, received this fax in error or need help with anything else, contact your local Provider Relations representative or call our Provider Services team at 1-855-878-1785.

Thank you for the quality care you provide to our members. Please share this information with your staff.

Enrollment in Amerivantage depends on contract renewal. Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.