

Guidelines update for processing therapy precertification requests

Summary: Amerigroup has updated our precertification approval maximum time frame for therapy services targeting developmental delays. We will now approve up to 180 days for initial and ongoing requests for medically necessary physical, occupational and speech therapy services to address developmental delays.

What is the impact of this change?

Amerigroup increased the maximum time period for authorizations of medically necessary therapy services for developmental delays from 90 days up to 180 days.

For all reauthorization requests, we will require an updated plan of care showing progress toward functional goals along with a progress update on a home exercise program. Every 180 days, we will require norm-referenced standardized test scores for developmental delay therapy services. For further guidance on standardized test requirements, reference the Therapy section of the [Texas Medicaid Provider Procedures Manual](#).

Reauthorization requests should not be submitted earlier than 10 days prior to the end of a current authorization.

As a reminder, please submit therapy precertification requests at <https://www.availity.com> or fax to 1-844-756-4608.

What if I need assistance?

If you have questions about this communication 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>

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.