

Important COVID-19 update: prior authorization and other policy adjustments (updated September 3, 2021)

Please note: This notice applies to Arizona, New Jersey, New Mexico, Tennessee, Texas, Washington.

Amerigroup recognizes the intense demands facing doctors, hospitals, and all healthcare providers in the face of the COVID-19 pandemic. Today, unless otherwise required under state and federal mandates as detailed below, Amerigroup is making adjustments to assist providers in caring for members. These adjustments apply to members of all lines of business except as noted below, including self-insured plan members and in-network and out-of-network providers, where permissible. We encourage our self-funded customers to participate, although these plans may have an opportunity to opt out.

Medicare adjustments and suspensions may have different time frames or changes where required by federal law.

Inpatient and respiratory care

- **For Texas only:** Prior authorization requirements are suspended for patient transfers from acute inpatient (IP) hospitals to skilled nursing facilities effective August 23, 2021, through September 6, 2021. These adjustments apply to Medicare plan members receiving care from in-network providers. While prior authorization is not required, we continue to require notification of the admission via the usual channels and clinical records on day two of admission to aid in our members' care coordination and management. Amerigroup reserves the right to audit patient transfers.
- **For Arizona, New Jersey, New Mexico, Tennessee, and Washington:** Prior authorization requirements were suspended for patient transfers from acute IP hospitals to skilled nursing facilities effective December 21, 2020, through January 31, 2021. These adjustments apply for our Medicare plan members receiving care from in-network providers. While prior authorization is not required, we continue to require notification of the admission via the usual channels and clinical records on day two of admission to aid in our members' care coordination and management. Amerigroup reserves the right to audit patient transfers.
- **Concurrent review for discharge planning** will continue unless required to change by federal or state directive.
- **Prior authorization requirements are suspended for COVID-19 durable medical equipment** including oxygen supplies, respiratory devices, continuous positive airway pressure (CPAP) devices, noninvasive ventilators, and multi-function ventilators for patients who need these devices for any medical reason as determined by a provider, along with the requirement for authorization to exceed quantity limits on gloves and masks.
- **Respiratory services** for acute treatment of COVID-19 will be covered. Prior authorization requirements are suspended where previously required.

<https://provider.amerigroup.com>

COVID-19 testing

Laboratory tests for COVID-19 at both in-network and out-of-network laboratories will be covered with no cost sharing for members.

Claims audits, retrospective review, peer-to-peer review, and policy changes

Amerigroup will adjust the way we handle and monitor claims to ease administrative demands on providers:

- **Hospital claims audits** requiring additional clinical documentation was limited through June 24, 2020, though Amerigroup reserves the right to conduct retrospective reviews on these findings with expanded lookback recovery periods for all lines of business except Medicare. To assist providers, Amerigroup can offer electronic submission of clinical documents through the provider portal.
- **Retrospective utilization management review** was suspended through June 24, 2020, and Amerigroup reserves the right to conduct retrospective utilization management review of these claims when this period ends and adjust claims as required.
- **Suspended peer to peer reviews** through June 24, 2020, except where required pre-denial per operational workflow or where required by the state during this time period for all lines of business except Medicare.
- **Our Special Investigation programs** targeting provider fraud will continue, as well as other program integrity functions that help ensure payment accuracy.
- **New payment and utilization management policies and policy updates** will be minimized unless helpful in the management of the COVID-19 pandemic.

Otherwise, Amerigroup will continue to administer claims adjudication and payment in line with our benefit plans and state and federal regulations, including claims denials where applicable. Our timely filing requirements remain in place, but Amerigroup is aware of limitations and heightened demands that may hinder prompt claims submission.

Provider credentialing

Through June 24, 2020, Amerigroup will continue to process provider credentialing within the standard 15 to 18 days even if we are unable to verify provider application data due to disruptions to licensing boards and other agencies. We will verify this information when available.

If Amerigroup finds that a practitioner fails to meet our minimum criteria because of sanctions, disciplinary action, etc., we will follow the normal process of sending these applications to committee review, which will add to the expected 15- to 18-day average timeline. We are monitoring and will comply with state and federal directives regarding provider credentialing.

Providers should watch the [Provider News](#) page for any future administrative changes or policy adjustments we may make in response to the COVID-19 pandemic.