

Web certification and appeals tutorial

Precertification status and appeals

Use the Amerigroup Iowa, Inc. provider self-service website to check the status of a precertification request, submit a request for Amerigroup to change a decision we made on a precertification request that resulted in a denial or partial denial and review the status of the appeal request.

Things to remember

- 1. A red asterisk (*) indicates a required field.
- 2. If an entry is incorrect, you will see an error message with instructions.
- 3. If you cannot correct an error or need assistance, please call Amerigroup Provider Services at 1-800-454-3730.
- 4. You must be logged in to <u>providers.amerigroup.com</u> or <u>www.Availity.com</u> to follow the steps in this guide.

Checking precertification status

Providers can access the precertification tool by logging in to the Amerigroup provider self-service website or the Availity Web Portal.

From the Amerigroup provider self-service website

If you are navigating to the precertification tool from <u>providers.amerigroup.com</u>:

Click on Login and enter your Availity ID and password.



How Can We Help You?

Amerigroup & You

Providing care for those who need it most requires a learn effort and there's no more critical person on this learn than you the provider. Our challenge is to find ways to neel you use your resources as efficiently and productively as possible. And that begins by latening to the provider in you encounter and the cleasy out name to make the optime work belier. Together wice and the the real southout that can make a difference in people's lives.



Select *Precertification* from the left-hand navigation menu.

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Members	New Steep Study Management Program		
Provider Education	Effective April 1. 2014: a new Skeep Study Management Program for In-Hone Skeep Testing		
Account Management	(457) tercarie available <u>Scalifury</u>		
Find a Doctor			

From the Availity website

If you are navigating to the precertification tool from <u>www.Availity.com</u>:

Enter your Availity ID and password and click Log in.

Availity	
User ID:	
Password:	
Show password as Type	
Help! I can't log in!	Log in

Select your state from the drop-down list in the top tool bar.

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Select *Amerigroup Provider Self-Service* from the *My Payer Portals* in the left-hand navigation menu of either the Account Administrator or normal user screen.

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Select the <i>Precertification</i> tab f the left-hand navigation menu the Amerigroup provider self-service website.	rom of	 Home Claims Precentification Medical Pharmacy Members Provider Ethication Account Management Find a Doctor 	News & Announcements Mean Patient date Advantagel Advantage method who are advantagel advantage advantagel advantage advantagel advantage advantagel	Useful Publications Provide Updates & Communications • Provide Raference Galdes •	Viewing Dies for which above choice another state	
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From the *Precertification* tab, select *Check the status of a precertification and/or file an appeal*.

Home	Precertification	
Claims	VI	
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Medical	Charles and Discourses	
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Account Management	Check status of an appent	Select the type of member ID, then enter the member ID. Once a valid member has been selected, enter the date of service and service type. You must have selected a valid member
Find a Doctor		to complete an authorization status check.
 Click the I specific ID Key the ID 	D Type drop-down menu and select the type or All ID Types .	D Turnet Subscriber ID
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3. Enter the	date of service for which the	Member
authorizat field.	tion was submitted in the Select a date	Select a date *
4. Select the	appropriate Service Type radio button.	Select a Service Type *
5. Click the (Check Status button.	Check Status

6. The authorizations that meet the search criteria entered will display.

The following • Me • Dat	g inpatient auth mber: Brown, te of Service:	orizations were found for: Joe (123456789) 10/01/2012			
Ref ID	Auth Status	Denial Reason	Procedure Code/ Service Group	Start Date of Auth	Servicing Provider
<u>10000001</u>	Approved		Gastrointestinal Services	10/01/2012	Dr. Jane Smith
<u>1000001</u>	Denied	Not Medically Necessary	Gastrointestinal Services	10/01/2012	Dr. Jane Smith
	Pended		Nuclear Cardiac Imaging	10/04/2012	Dr. Jane Smith

- 7. Click the **Ref ID** link next to the appropriate status you want to review. Details about the authorization decision will display.
 - If the authorization was denied, click the **Appeal Auth** button to appeal the denial. Refer to **Submit an Authorization Appeal**.
 - Click Return to Results to return to the main search results.
 - If no authorizations are found, try your search again to be sure the information was entered correctly or try using different information.
 - If you continue to have issues, please call Amerigroup Provider Services at 1-800-454-3730.

UM Ref ID: 1001	Auth Status: Denied
Member	Brown, Joe (123456789)
Member Date of Birth	12/07/1987
Submission Date	10/1/2012
Admissions Date	10/2/2012
Authorization Type	Inpotient
Place of Service	21 - Inpotient Hospital
Procedure Code / UMSG	43235 - Gastrointestinal Services
Requesting Provider	Smith, Jane
Tex ID	123412341
NPI	5432154321
Servicing Facility	Memorial Health System
AGP Fecility ID	
Primary Address	123 Main Street Kansas City, KS 66105
Diagnosis Code	530.81 - GERD
Type of Admission	Medical
Surgical Date	10/06/2012
Expected Discharge Date	10/10/2012
	Apped Auth Return to Results

Submitting an authorization appeal

From the *Precertification* tab, select *Check* the status of a precertification and/or file an appeal.

> Hom Clair + Prec

Submit And



- 1. The Authorization Appeals screen will open, and authorization request details submitted by the provider will automatically populate in the Authorization Appeal section.
- 2. Type the reason for the appeal in the **Summary** Appeal dialog box.
- 3. Enter the contact information in the Authorization Appeal Contact Information section.
- 4. Click the **Browse** button and locate any files you to submit that support your request for authoriz appeal. The file path will display in the field. You attach up to five files for a total file size of 25MB Acceptable file formats are Microsoft Word and files, PDFs and TIFFs.
- 5. Repeat these steps until all necessary supporting are attached to the request.
- 6. Review and edit the information you entered for appeal request.
- Click the Submit Appeal button when you're rea submit your appeal request. You will receive a confirmation when your appeal is successfully submitted.
- 8. Keep a copy of the confirmation number. You wi this number if you have to follow up on your req

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Reviewing your authorization appeal status

From the Precertification tab, select Check the status of an appeal.

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Pharmacy	For General Pharmacy	
		Precertification Forms >
Members	Check Status:	
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Account Management	Check status of an account >	
Find a Dector		

APPEAL # 1001 In

- 1. Click the Provider ID drop-down menu and select the appropriate provider ID.
- 2. Enter the appeals submission date range in the and End Date fields. Use date format MM/DD,
- 4. Click the ID Type drop-down menu and select type or **All ID Types**.
- 5. Enter the ID number type that corresponds wi selected in the **Member ID** field.
- 6. Click Search.
- 7. Review the search results to verify the status request.
 - If no appeals are found, click the **Revise Search** button to try again.
 - If you still don't find a record of your appeal, call our Provider Services team at 1-800-454-3730.

	Appeals			
ge in the Start Date	Our appeals status tool allows you to check the status of your submitted appeals.			
select the specific ID	Appeals Status			
·	Provider ID * Select Provider ID V			
onds with the ID type	For all dates entered please use mm/dd/yyyy format.			
	Enter the Appeals Submission Date Hange 'Start Date', select 'Nember ID' Type' from the dropdown, enter the 'Member ID' and click 'Search'. All appeals for the selected 'Range Start' and member will display.			
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