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 providers.amerigroup.com or www.Availity.com to follow the steps in this guide.
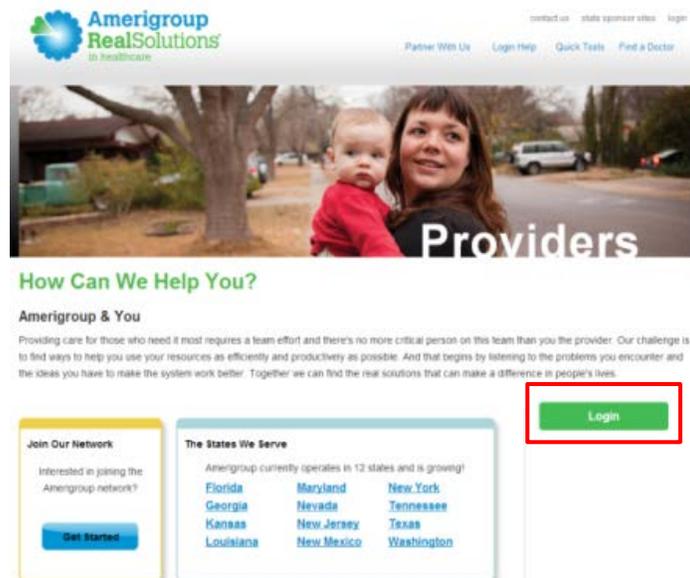
Checking precertification status

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 providers.amerigroup.com:

Click on *Login* and enter your Availity ID and password.

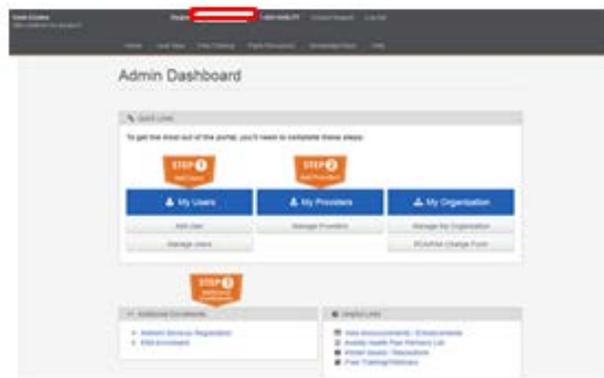Select *Precertification* from the left-hand navigation menu.

From the Availity website
If you are navigating to the precertification tool from www.Availity.com:
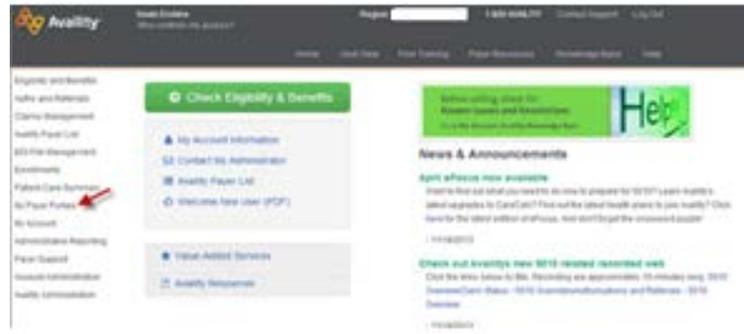
Enter your Availity ID and password and click *Log in*.

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

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.

Select the *Precertification* tab from the left-hand navigation menu of the Amerigroup provider self-service website.
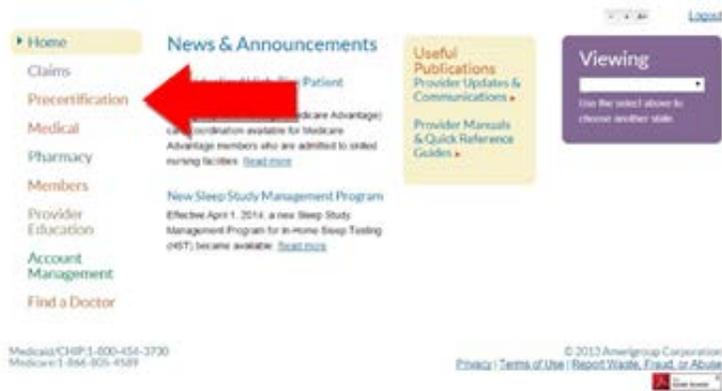
From the *Precertification* tab, select *Check the status of a precertification and/or file an appeal*.

1. Click the **ID Type** drop-down menu and select the specific ID type or **All ID Types**.
2. Key the ID number type that corresponds with the ID type selected.
3. Enter the date of service for which the authorization was submitted in the **Select a date** field.
4. Select the appropriate **Service Type** radio button.
5. Click the **Check Status** button.

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

The following inpatient authorizations were found for:
- Member: Brown, Joe (123456789)
- Date of Service: 10/01/2012

Ref ID	Auth Status	Denial Reason	Procedure Code/ Service Group	Start Date of Auth	Servicing Provider
10000001	Approved		Gastrointestinal Services	10/01/2012	Dr. Jane Smith
10000001	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**

< Disclaimer >

Member	Brown, Joe (123456789)
Member Date of Birth	12/07/1987
Submission Date	10/1/2012
Admissions Date	10/2/2012
Authorization Type	Inpatient
Place of Service	21 - Inpatient Hospital
Procedure Code / UMSG	43235 - Gastrointestinal Services
Requesting Provider	Smith, Jane
Tax ID	123412341
NPI	5432154321
Servicing Facility	Memorial Health System
AGP Facility ID	
Primary Address	123 Main Street Kansas City, KS 66105
Diagnosis Code	530.81 - GERD
Type of Admission	Medical
Surgical Date	10/05/2012
Expected Discharge Date	10/10/2012

[Appeal Auth] [Return to Results]

Submitting an authorization appeal

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

If the authorization was denied, click the **Appeal Auth** button to appeal the denial.

1. The **Authorization Appeals** screen will open, and the 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 of 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 wish to submit that support your request for authorization appeal. The file path will display in the field. You can attach up to five files for a total file size of 25MB. Acceptable file formats are Microsoft Word and Excel files, PDFs and TIFFs.
5. Repeat these steps until all necessary supporting files are attached to the request.
6. Review and edit the information you entered for the appeal request.
7. Click the **Submit Appeal** button when you're ready to submit your appeal request. You will receive a confirmation when your appeal is successfully submitted.
8. Keep a copy of the confirmation number. You will need this number if you have to follow up on your request.

Reviewing your authorization appeal status

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

1. Click the **Provider ID** drop-down menu and select the appropriate provider ID.
2. Enter the appeals submission date range in the **Start Date** and **End Date** fields. Use date format MM/DD/YYYY.
4. Click the **ID Type** drop-down menu and select the specific ID type or **All ID Types**.
5. Enter the ID number type that corresponds with the ID type selected in the **Member ID** field.
6. Click **Search**.
7. Review the search results to verify the status of your appeal 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.