# Provider News

## Table of Contents

- **COVID-19 information from Amerigroup Iowa, Inc.**  
  Page 2

- **Medicaid:**
  - Provider Pathways eLearning is here!  
    Page 3
  - New Strategic Provider System will launch in April 2022  
    Page 4
  - It is CAHPS survey time!  
    Page 5
  - Botox update  
    Page 5

- **Medicare Advantage:**
  - New Strategic Provider System will launch in April 2022  
    Page 6
  - Medical step therapy updates  
    Page 6
  - *Clinical Criteria* updates  
    Page 6
  - Improving medication adherence  
    Page 7
  - Provider notification for utilization management authorization rule operations workgroup item 2662  
    Page 8

---

Want to receive our *Provider News* and other communications via email? Submit your information to us using the QR code to the left or click [here](#).
COVID-19 information from Amerigroup Iowa, Inc.

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and Iowa Department of Public Health guidance to help us determine what action is necessary on our part. Amerigroup will continue to follow Iowa Department of Public Health guidance policies.

For additional information, reference the COVID-19 Information section of our website.

IAPEC-1830-20
Provider Pathways eLearning is here!

We’re using Provider Pathways to make sharing information about our tools and resources more useful to you. Provider Pathways is a 24/7 digital resource that provides a foundation on working with Amerigroup Iowa, Inc.

This self-paced offering provides an easy, on-demand option for sharing information on our most frequently used provider tools and resources, including:
- Joining our network
- Signing up for Availity*
- Enrolling in electronic funds transfer (EFT) or electronic remittance advice (ERA)
- Checking member eligibility and claim status
- Authorizations

In addition, Provider Pathways eLearning gives you the flexibility to schedule training for yourself and your staff.

Be in control of your training experience

When using Provider Pathways, you will select your training path. Whether you want to learn more about authorizations, claims, or another topic, you will choose your path and your pace.

Each module includes:
- Instructor voiceover and transcripts.
- Ability to pause, replay, or go back whenever you need to.
- Progress tracking, in case you have to leave and come back later.

The modules are designed to be informative, easy to navigate, and can be retaken anytime if you need a quick refresher on one or more topics.

How can you access training?

For your convenience, Provider Pathways is available on our provider website under Resources > Provider Training Academy > Schedules and registration.

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Iowa, Inc.

IA-NL-0439-21
New Strategic Provider System will launch in April 2022

In April 2022, Amerigroup Iowa, Inc. will replace its current internal provider demographic management system with a new Strategic Provider System (SPS). This investment in advanced technology will significantly improve provider data accuracy and transparency, enhancing the overall provider experience. New system features will strengthen our ability to match submitted claims for more accurate pricing and processing.

System upgrades special notice
During the first phase of our improvements, Amerigroup will implement system upgrades April 1, 2022, through April 8, 2022. Provider updates submitted during this period will be processed after April 8, 2022. We appreciate your patience as we upgrade our systems.

Next steps: new Provider Data Management coming soon
Beginning in June 2022, the second phase of our improvement initiative will be integration with Availity’s* Provider Data Management (PDM) functionality, which will roll out in phases. This single, W portal, will allow providers to view, maintain, update, and attest to the accuracy of provider demographic information for Amerigroup. The Availity portal will enable providers to complete required verifications online via a simplified quick verification procedure – eliminating the need to fax, email, or use separate online forms. This service will replace the way you currently send Amerigroup your demographic updates.

Get ready for the change today
If your organization is not already registered on the Availity Portal, we strongly encourage you to get started right away. Your organization’s designated administrator can go to the Availity Portal to register and find other helpful information about using Availity. Availity is the Amerigroup secure provider portal platform where providers can enjoy the convenience of digital transactions, including prior authorization submissions, claims submission and benefit and eligibility look-up.

For questions about Availity, call 800-AVAILITY (800-282-4548).

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Iowa, Inc.

IAPEC-2824-21
It is **CAHPS Survey time!**

Consumer Assessment of Healthcare Providers and Systems® (CAHPS) is an annual standardized survey conducted between February and May to assess consumers’ experience with their providers and health plan. A random sample of your adult or child patients may receive the survey.

More than half of the questions used for scoring are directly impacted by providers. These questions are:

- When you needed care right way, how often did you get care as soon as you needed?
- How often did you get an appointment for a check-up or routine care as soon as you needed?
- How often was it easy to get the care, tests, or treatment you needed?
- How often did you get an appointment to see a specialist as soon as you needed?
- How often did your personal doctor seem informed and up-to-date about the care you got from other doctors or other health providers?
- How would you rate your personal doctor?
- How would you rate the specialist you see most often?
- How would you rate all your healthcare in the last six months?

**Interested in how you can improve CAHPS performance?**

Amerigroup Iowa Inc. offers an online course for providers and office staff designed to learn how to improve communication skills, build patient trust and commitment, and expand your knowledge of the **CAHPS Survey**. The **Improving the Patient Experience** course is available at no cost and is eligible for one continuing medical education (CME) credit by the American Academy of Family Physicians. It can be accessed online.

**Botox update**

Effective January 1, 2022, CVS Specialty Pharmacy* and IngenioRx Specialty Pharmacy* will no longer distribute the brand name drug Botox®, but it will still be available to Amerigroup Iowa, Inc. members through buy and bill.

**Please note:**

- This is not a change in member benefits. This is a change in the Botox vendor only.
- If the member is not using CVS Specialty Pharmacy or IngenioRx Specialty Pharmacy to obtain Botox, no action is needed.

**For Botox managed under a member’s medical benefit**

Effective January 1, 2022, you will need to buy this drug and bill Amerigroup.

* CVS is an independent company providing pharmacy services on behalf of Amerigroup Iowa, Inc. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Amerigroup Iowa, Inc.

---

**CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).**

IA-NL-0442-21
New Strategic Provider System will launch in April 2022

View the full article in the Medicaid section.

AGPCARE-1069-21

Medical step therapy updates

Effective March 1, 2022, FDA-approved biosimilar agents to Avastin, Mvasi, and Zirabev will not be included in the preferred product step.

Step therapy review will apply upon precertification initiation, in addition to the current medical necessity review, as is current procedure. Step therapy will not apply for members who are actively receiving the nonpreferred medications listed below.

<table>
<thead>
<tr>
<th>Clinical Criteria</th>
<th>Preferred drugs</th>
<th>Nonpreferred drugs</th>
</tr>
</thead>
<tbody>
<tr>
<td>INC-CC-0072</td>
<td>Avastin</td>
<td>Lucentis</td>
</tr>
<tr>
<td></td>
<td>Eylea</td>
<td>Macugen</td>
</tr>
<tr>
<td></td>
<td>Beovu</td>
<td></td>
</tr>
</tbody>
</table>

Visit the Clinical Criteria website to search for specific policies. If you have questions or need additional information, use this email.

Clinical Criteria updates

On September 22, 2021, and November 19, 2021, the Pharmacy and Therapeutics (P&T) committee approved the Clinical Criteria in the link below, applicable to the medical drug benefit for Amerigroup Iowa, Inc. These policies were developed, revised, or reviewed to support clinical coding edits.

AGPCRNL-0393-22

Read more online.
Improving medication adherence

Medication adherence improves overall member health and reduces hospitalizations. According to the World Health Organization, “Increasing the effectiveness of adherence interventions may have a far greater impact on the health of the population than any improvement in specific medical treatments.”

Did you know?

- Most medication-related ER visits and hospitalizations in the United States (up to 70%) are caused by nonadherence to medication.
- Studies show that 50% to 60% of patients are not taking their prescribed medications correctly or at all.
- Improved adherence can drive positive health and economic outcomes.
  - Patients’ adherence to statin medications at 12 months had improved LDL, reduced hospitalizations, and lower healthcare costs.

Best practices

Support the implementation of medication nonadherence prevention strategies at each step of the medication use process:

- Prescribe maintenance medications for diabetes, cholesterol, and hypertension from the Amerigroup Iowa, Inc. $0 copay list for Medicare Advantage members.
- Encourage IngenioRx* Home Delivery to improve medication adherence, prevent refill gaps, avoid long waits at the pharmacy, and to reduce costs.
- IngenioRx Home Delivery members have 2% to 3% higher adherence rates.
- E-prescribe, fax to 800-378-0323, or phone-in prescriptions to 833-203-1742.
- Enrolled nonadherent patients may benefit from a multi-dose packaging of medications.

CVS pharmacy** SimpleDose™ and PillPack* are preferred pharmacies that offer multi-dose packaging with free home delivery. To enroll, go to:

- CVS.com/multidose or call 800-753-0596.
  - Members may also enroll at their local CVS pharmacy. Members residing in the District of Columbia, Georgia, or South Carolina should call 844-650-1637.
- Pillpack.com/blue or call 866-282-9462.

Offer members the opportunity to use ZipDrug, which offers free access to high performing pharmacies that provide customized medication services, hand-delivered prescriptions, and increase medication adherence rates. Go to anthem.com/zipdrug or call 844-947-3748.

Patients who take medications for diabetes, cholesterol, and hypertension and enrolled in ZipDrug had a 4 to 10% increase in medication adherence rates.

Encourage digital solutions: Sydney app can help members of Amerigroup manage their medications through:

- Enrollment in ZipDrug
- Home delivery set-up
- Manage auto-refill and renew
- Text message reminders on prescriptions

Best practices for medication adherence can also be reviewed in this brief video.

3. Journal of Managed Care & Specialty Pharmacy 2020 26:12, 1529-1537

* IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Amerigroup Iowa, Inc.
CVS and PillPack are independent companies providing pharmacy services on behalf of Amerigroup Iowa, Inc.

AGPCRNL-0020-22
Provider notification for utilization management authorization rule operations workgroup item 2662

On June 1, 2022, prior authorization (PA) requirements will change for a code covered by Amerigroup Iowa, Inc.

**PA requirements will be added for the following codes:**

- K1022 — Addition to lower extremity prosthesis, endoskeletal, knee disarticulation, above knee, hip disarticulation, positional rotation unit, any type

AGPCRN-0396-22

Federal and state law, as well as state contract language and CMS guidelines, including definitions and specific contract provisions/exclusions take precedence over these precertification rules and must be considered first when determining coverage. Noncompliance with new requirements may result in denied claims.

Not all PA requirements are listed here. PA requirements are available to contracted providers on the [provider website](#) > Login or by accessing Availity.* Once logged in to Availity, select Patient Registration > Authorizations & Referrals, then choose Authorizations or Auth/Referral Inquiry, as appropriate. Contracted and noncontracted providers who are unable to access Availity may call the number on the back of the member’s ID card.

* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Iowa, Inc.