

May 2021

Provider Services: 1-800-454-3730  
<https://provider.amerigroup.com/MD>

# Provider Newsletter



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## COVID-19 information from Amerigroup Community Care

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 Maryland Department of Health (MDH) to help us determine what action is necessary on our part. Amerigroup will continue to follow MDH guidance policies.

For additional information, reference the *COVID-19 Updates* section of our [website](#).

MDPEC-2081-20

## Maximizing efficient, high quality COVID-19 screenings

Identifying the most appropriate COVID-19 testing codes, testing sites and type of test to use can be confusing. The guidance below can make it easier for you to refer your patients to high-quality, lower-cost COVID-19 testing sites, Amerigroup Community Care-contracted laboratories and identify the proper CPT® codes to use. Contact your Amerigroup representative for additional information or visit <https://provider.amerigroup.com/md>.

### Refer patients to [www.myamerigroup.com/MD](http://www.myamerigroup.com/MD) to find convenient testing locations

If an Amerigroup member requests a COVID-19 test, you may refer them to Amerigroup to find a testing location near them. Our test-site finder gives members important information about each site, including days and hours of operation, and if they offer:

- Appointment or walk-in
- Drive through service
- Rapid test results
- Antibody testing
- Testing for children

### Consider Antigen testing as an option when rapid results are needed

Antigen tests can be a quicker way to detect COVID-19 than nucleic acid amplification tests (NAAT) (for example, PCR). Antigen tests offer a reasonable and lower cost alternative when screening asymptomatic or low-risk patients and may be most useful for individuals within the first five to seven days of symptoms when virus replication is at its highest.

### Send swab tests to Amerigroup-contracted laboratories

When providing COVID-19 molecular testing services to our members, consider utilizing the following additional in-network, high-quality labs to assist in helping to ensure that our members are receiving high-value healthcare.

In-network lab	Telephone	Website
Invitae Corporation	650-466-7242	<a href="https://www.invitae.com/en/partners">https://www.invitae.com/en/partners</a>

MD-NL-0413-21

## A Letter from the Center for Immunization Chief and Infectious Disease Epidemiology and Outbreak Response Bureau Director

March 22, 2021

Dear Colleague:

As President Biden has announced, the federal government expects to have enough COVID-19 vaccines available for all adults by May 1. Private medical practices across the state have expressed interest in doing their part to help Maryland end COVID-19 by becoming vaccine providers. The Maryland Department of Health (MDH) welcomes private practices to the effort. This letter provides important information about becoming a COVID-19 vaccine provider and ImmuNet, Maryland's Immunization Information System.

### For your office/practice to receive COVID-19 vaccine, it must:

1. Register with the Center for Immunization through ImmuNet to be able to order and receive COVID-19 vaccine; and
2. Be onboarded/connected with ImmuNet and report COVID-19 vaccinations administered.



**Read more online.**

MDPEC-2558-21

## Quick reference guide COVID-19 vaccine registration

This guide will assist potential COVID-19 vaccinators with registration and ordering in ImmuNet. Only one registration is needed per location. Note that practices with multiple locations must separately register each location that plans to order and have vaccines shipped to and stored at that location.

### This guide has five sections:

- **Quick Eligibility Screening Questionnaire** — Organizations without an ImmuNet account should start with the screening questionnaire to gauge their eligibility and next steps. Organizations with an ImmuNet account can sign in to ImmuNet and proceed to section (2) or (3) of this guide on how to complete their COVID-19 Vaccine Profile Registration and sign the COVID-19 Vaccine Provider Agreement.
- **Non-VFC Provider Profile Registration** — all eligible organizations can complete a Non-VFC Profile registration except participating Vaccines For Children (VFC) organizations
- **VFC Provider Profile Registration** — all eligible Vaccines for Children (VFC) organizations can complete the COVID-19 sections in their existing VFC Profiles
- **Ordering COVID-19 Vaccines**
- **Reporting Administered Doses of COVID-19 Vaccines**



**Read more online.**

MDPEC-2557-21





## Messages from the Maryland Department of Health (cont.)

### COVID-19 registration instructions

#### Purpose

Provide users high level information about the multi-step VFC or Non VFC Covid-19 Provider Registration Process. This document will outline what information providers need before starting a registration, and what is included in the complete registration process.

The data gathered in the VFC and Non-VFC Profile screens are similar to the data that is gathered in the CDC COVID-19 Vaccination Program Provider Agreement.



**Read more online.**

MDPEC-2559-21

### COVID-19 vaccine storage unit requirements

All providers who register to receive COVID-19 vaccines must have a suitable refrigerator and freezer to store vaccines. At this time, due to limited quantities of vaccine and an uncertainty about which vaccines brands will ship, ALL COVID-19 providers MUST be prepared to store and handle any vaccine product even if you desire to only receive vaccine stored at refrigerated temperatures.



**Read more online.**

MDPEC-2560-21

## Digital provider orientation

In first quarter of 2021, we launched the *Provider Pathways Digital Provider Orientation*. Provider Pathways is a 24/7 educational resource that offers a foundation for doing business with Amerigroup Community Care. We are always looking to improve our training methodology, and this self-paced resource offers a new approach by adding an easy, on-demand option for Medicaid providers. In addition, this course gives you the flexibility to schedule training for yourself and your staff.

You select the training path you need. Do you want to learn more about authorizations or maybe you need information on claims? You pick the path; you decide the pace.

### Provider Pathways includes information on most of our frequently used provider tools and resources, including:

- Joining our network.
- Signing up for Availity.\*
- Enrolling in EFTs/ERAs.
- Checking member eligibility and claim status.
- Authorizations.

The modules have both instructor voiceover and transcripts to take you through each lesson. You can pause, replay or go back whenever you need. Provider Pathways even tracks your progress in case you have to leave and come back later.

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

For your convenience, the ***Provider Pathways Digital Provider Orientation*** is available on the *Provider Training Academy* section of our **website**.

\* Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

MD-NL-0415-21

## Continuing medical education/ Continuing education unit opportunities

We offer webinars on a variety of topics, including medical coding, claims issues, quality measures, healthcare and more. Each live webinar may offer both continuing medical education (CME)/continuing education unit (CEU) credit for attendees. On-demand recordings are also available (with CME credit) for your convenience.

Sign up for a session **online** today!

MD-NL-0098-21



## Updates to the AIM Specialty Health Advanced Imaging Clinical Appropriateness Guidelines

Effective for dates of service on and after September 12, 2021, the following updates will apply to the AIM Specialty Health®\* (AIM) Advanced Imaging Clinical Appropriateness Guidelines.



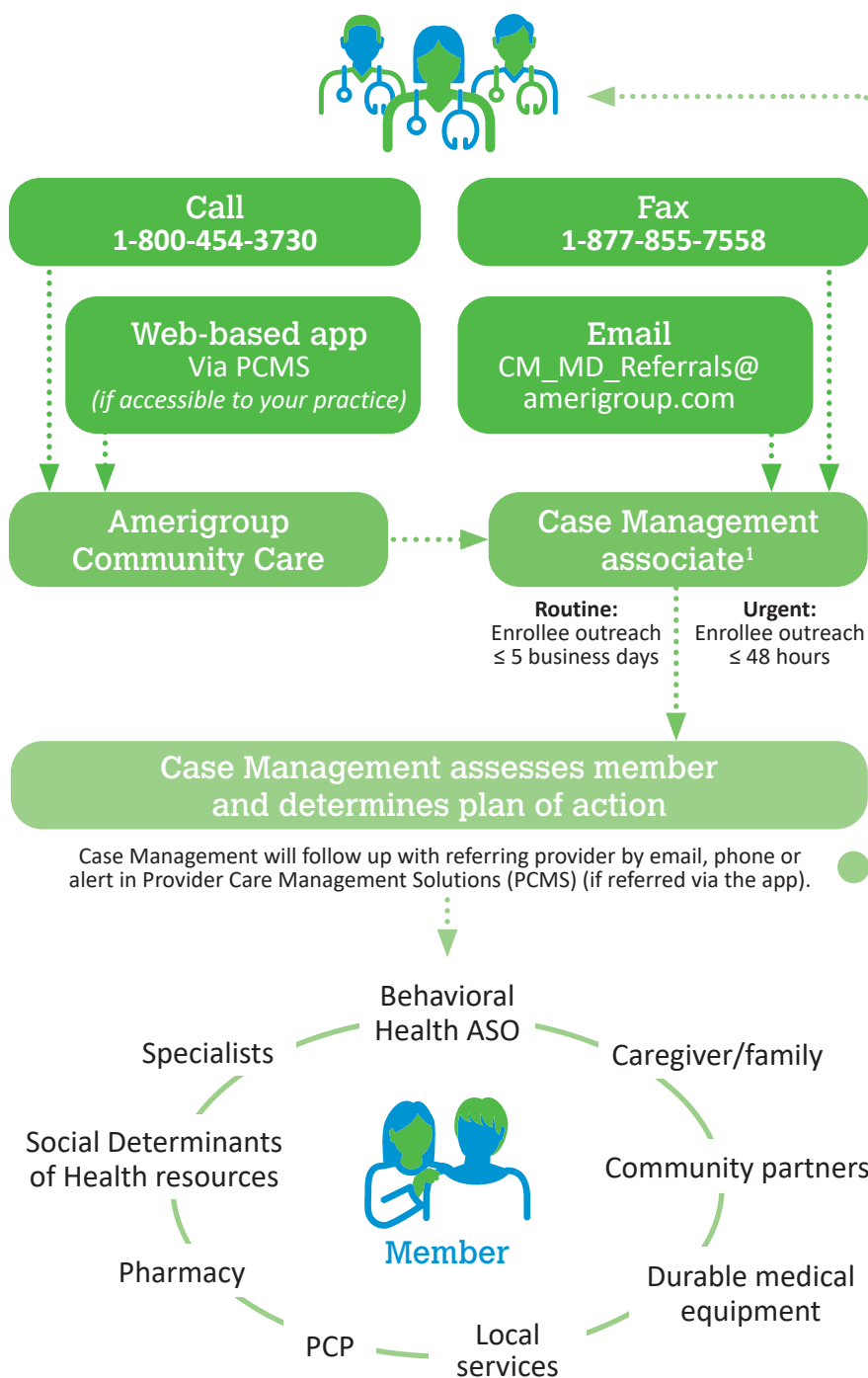
**Read more online.**

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup Community Care.

MD-NL-0408-21

# Amerigroup Community Care Case Management referrals

## How can PCPs refer?



## We can work together:



- 1** Refer members who may benefit from case management to us.
- 2** Our case managers may call you for information, clarification or to coordinate care for a member.
- 3** **Help us prevent readmissions!** Members are more likely to avoid readmission if seen by a PCP within seven days of discharge. We ask for your support in accommodating these urgent requests.



<sup>1</sup> Face-to-face case management is delivered through delegated partner The Coordinating Center.\*

\* The Coordinating Center is an independent company providing face-to-face case management on behalf of Amerigroup Community Care.

MD-NL-0399-21



## Metabolic monitoring and diabetes screening measures for those on antipsychotic medications

### Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM)

The Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM) HEDIS® measure evaluates the percentage of children and adolescents 1 to 17 years of age who had two or more antipsychotic prescriptions and had metabolic testing.

Antipsychotic medications can increase a child's risk for developing health concerns, including metabolic health complications. The goal of this measure is for members to have metabolic monitoring by having both a blood glucose test (glucose or HbA1c) and LDL-C testing annually.

#### Record your efforts:

- Glucose test or HbA1c test and LDL-C cholesterol test as identified by claim/encounter
- Document results in the member's medical record

### Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD)

The Diabetes Screening for People with Schizophrenia or Bipolar Disorder Who Are Using Antipsychotic Medications (SSD) HEDIS measure evaluates members 18 to 64 years of age with schizophrenia, schizoaffective disorder or bipolar disorder, and who were dispensed an antipsychotic medication and had a diabetic screening test during the measurement year.

Diabetes screening is important for anyone with schizophrenia or bipolar disorder. The added risk associated with antipsychotic medications contributes to the need to screen people with schizophrenia for diabetes annually.



#### Record your efforts:

- Glucose test or HbA1c test as identified by claim/encounter
- Document results in the member's medical record

#### Helpful tips:

- Educate patients and their caregivers on the importance of completing blood work annually.
- If your practice uses electronic medical records (EMRs), have flags or reminders set in the system to alert when a patient is due for screenings.
- Draw labs in your office, if available, or refer members to a participating lab for screenings.
- Follow up on laboratory test results and document in your chart.
- Share EMR data with Amerigroup Community Care to capture all coded elements.

#### Other available resources:

- *Clinical Practice Guidelines* are available on our provider website.
- For *The Quality Measures Desktop Reference for Medicaid Providers and HEDIS Benchmarks and Coding Guidelines for Quality Care*, contact Amerigroup Provider Services.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

MD-NL-0403-21