

Provider FAQ — Availity Web Portal pregnancy notification and HEDIS[®]* attestation

1. What is the purpose of this new process?
<p>As you know, Amerigroup** offers pregnant women several services and benefits through the Taking Care of Baby and Me[®] program. It is our goal to ensure all pregnant women are identified early in their pregnancy so they can take full advantage of the education, support, resources and incentives Amerigroup provides throughout the prenatal and postpartum period.</p> <p>This new, user-friendly workflow will generate timely information that will help you, your patients and Amerigroup improve birth outcomes with early intervention and will ensure compliance with HEDIS benchmarks.</p>
2. When will the new pregnancy-related questions display?
<p>When an OB/GYN office conducts an eligibility and benefits inquiry for an Amerigroup member 15-44 years of age in the Availity Web Portal, the system will display pregnancy-related questions. If the office confirms the patient is pregnant, a <i>HEDIS Maternity Attestation</i> form will be generated. If the patient is not pregnant, the desired eligibility and benefits information will display and no further action is required.</p>
3. Does the new <i>Maternity HEDIS Attestation</i> form replace the need for an OB global authorization?
<p>Responses provided in the Availity pregnancy notification system do not replace the need to submit a request for OB global authorization. A request for OB global authorization can be submitted by phone or fax as well as online through the secure provider self-service website that can be accessed through the Availity Web Portal.</p>
4. How should the office reply when a patient presents as a transfer from another OB provider?
<p>You should answer the pertinent pregnancy questions and complete the <i>Maternity HEDIS Attestation</i> form as usual. Even though the first prenatal visit question typically relates to prenatal care in the first trimester or within 42 days of plan enrollment, you can simply enter the date you first provided prenatal care for the patient.</p>
5. If a patient transfers out of our practice during her prenatal course, how should the office complete the <i>Maternity HEDIS Attestation</i> form?
<p>It is OK to leave the HEDIS attestation in a pending status as it provides Amerigroup with pertinent prenatal care information up to the point that the patient transfers out of the practice. The form will remain in place until it is automatically retired 19 months later.</p>

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

**Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.

6. If we have confirmed the patient is pregnant, but she suffers an early miscarriage or chooses to end the pregnancy, how will the office communicate this important information?

In this situation, you should select the option on the *Maternity HEDIS Attestation* form that states “this pregnancy ended or the baby delivered prior to 20 weeks.” This action will allow the office to close out and submit the *Maternity HEDIS Attestation* form for this pregnancy.

7. Do I have to answer all the questions on the *Maternity HEDIS Attestation* form all at once?

No, the workflow is designed so you may enter and save information as it becomes available during the pregnancy. After the delivery and postpartum visit dates are entered, you will be given the option to complete and submit the attestation. Until then, you may save the information you enter and continue on with other tasks.

8. Is there an easy way for me to obtain a list of all patients for whom I need to enter prenatal or postpartum visit dates?

Your organization will receive two notifications to complete the *Maternity HEDIS Attestation* form.

- In order to prompt you to complete the form and enter the first prenatal visit date, the first notification is posted at the time the form is created.
- In order to alert you to schedule the postpartum visit (if not already done) and to enter the postpartum visit date, the second notification is posted 14 days prior to the estimated due date.

You may access the work queue at any time by going to **Payer Spaces**. Next, select the payer title from the list. Then select **Amerigroup HEDIS Attestation for Maternity**.

9. How can I get additional help, support or training?

- Availity offers integrated help and on-demand training demonstrations (select **Help | Find Help** and search using the keyword “maternity”).
- You can launch a training demo from associated help topics as well as the HEDIS attestation for maternity work queue.
- If you have technical difficulties related to the HEDIS attestation for maternity workflow, contact Availity at 1-800-282-4548.
- If you have specific member concerns, please contact Provider Services at 1-800-454-3730.