

COVID-19 update: Suspension of select prior authorization rules and announces significant policy adjustments in response to unprecedented demands on health care providers

Amerigroup recognizes the intense demands facing doctors, hospitals and all health care providers in the face of the COVID-19 pandemic. Today, unless otherwise required under state and federal mandates, as detailed below, Amerigroup will suspend select prior authorization (PA) requirements, member cost sharing, and certain claims review and handling protocols to allow health care providers to focus on caring for patients diagnosed with COVID-19. These adjustments apply to members of all lines of business, except as noted below, and in-network and out-of-network providers, where permissible.

Medicare adjustments and suspensions may have different timeframes or changes where required by federal law.

Inpatient and respiratory care

PA requirements are suspended for patient transfers

- Prior authorization will be waived for patient transfers from acute IP hospitals to skilled nursing facilities, rehabilitation hospitals, long-term acute care hospitals, and behavioral health residential/intensive outpatient/partial hospitalization programs, and to home health including ground transport in support of those transfers. Although PA is not required, Amerigroup requests voluntary notification via the usual channels to aid in our members' care coordination and management.
- **Extending the length of time a prior authorization is in effect** for elective inpatient and outpatient procedures to 90 days. This will help prevent the need for additional outreach to Amerigroup to adjust the date of service covered by the authorization.
- The 21-day inpatient requirement before transferring a patient to a long-term acute care hospital is suspended.
- Concurrent review for discharge planning will continue unless required to change by federal or state directive.
- PA requirements are suspended for COVID-19 DME, including oxygen supplies, respiratory devices, continuous positive airway pressure (CPAP) devices noninvasive ventilators, and multi-function ventilators for patients who need these devices for any medical reason as determined by a provider, along with the requirement for authorization to exceed quantity limits on gloves and masks.
- Respiratory services for acute treatment of COVID-19 will be covered. PA requirements are suspended where previously required.

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. Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) is a health plan that contracts with both Medicare and Texas Medicaid to provide benefits of both programs to enrollees.

COVID-19 testing

Laboratory tests for COVID-19 at both in-network and out-of-network laboratories will be covered with no cost sharing for members.

Claims audits, retrospective review, peer-to-peer review and policy changes

Amerigroup will adjust the way we handle and monitor claims to ease administrative demands on providers:

- Hospital claims audits requiring additional clinical documentation will be limited for the next 90 days, though Amerigroup reserves the right to conduct retrospective reviews on these findings with expanded lookback recovery periods for all lines of business except Medicare. To assist providers, Amerigroup can offer electronic submission of clinical documents through Availity.
- Retrospective utilization management review will also be suspended during this 90-day period, and Amerigroup reserves the right to conduct retrospective utilization management review of these claims when this period ends and adjust claims as required.
- **Suspend peer to peer reviews** except where required pre-denial per operational workflow or where required by State during this time period for all lines of business except Medicare.
- Our Special Investigation programs targeting provider fraud will continue, as well as other program integrity functions that help ensure payment accuracy.
- New payment and utilization management policies and policy updates will be minimized, unless helpful in the management of the COVID-19 pandemic.

Otherwise, Amerigroup will continue to administer claims adjudication and payment in line with our benefit plans and state and federal regulations, including claims denials where applicable. Our timely filing requirements remain in place, but Amerigroup is aware of limitations and heightened demands that may hinder prompt claims submission.

Provider credentialing

Amerigroup will continue to process provider credentialing within the standard 15 to 18 days even if we are unable to verify provider application data due to disruptions to licensing boards and other agencies. We will verify this information when available.

If Amerigroup finds that a practitioner fails to meet our minimum criteria because of sanctions, disciplinary action etc., we will follow the normal process of sending these applications to committee review, which will add to the expected 15 to 18 day average timeline. We are monitoring and will comply with state and federal directives regarding provider credentialing.

Additional PA changes

Amerigroup is committed to working with and supporting providers. As of March 16, 2020, Amerigroup is removing PA requirements for skilled nursing facilities (SNF) for the next 90 days to assist hospitals in managing possible capacity issues. SNF providers should continue

admission notification to Amerigroup in an effort to verify eligibility and benefits for all members prior to rendering services and to assist with ensuring timely payments.

Providers should watch COVID-19 News & Resources at the top of the homepage (<https://providers.amerigroup.com/TX>) page for any future administrative changes or policy adjustments we may make in response to the COVID-19 pandemic.