

Q&A session for Amerigroup Washington, Inc. provider network town hall

Date: Tuesday, August 17, 2021

Q: How do we change our payment method so that we can get direct deposit?

A: From our provider website, please use this link to access the *Electronic Funds Transfer (EFT)* section and use the hyperlink for EnrollHub: <https://provider.amerigroup.com/washington-provider/claims/electronic-data-interchange>

For EFT set up: EFT: <http://www.caqh.org/solutions/enrollhu> – Support desk phone number: **844-815-9763**.

EnrollHub through CAQH is only available until November 1, 2021. Register at the Tax Identification Number (TIN) level. If you enroll at the group national provider identifier (NPI) level, you will only be enrolled for the individual group NPI. At the TIN level it will include all groups associated with your time regardless of the group NPI.

**Q: If I heard correctly, we do not use this tool because we send in a roster monthly?
(In reference to the Digital Provider Enrollment tool)**

A: Correct, if you utilize the roster, you will continue to do so.

Certain groups will continue to utilize the roster submission process including delegated entities, facility-based provider groups as well as Federally Qualified Health Centers (FQHCs), and Rural Health Centers (RHCs).

Q: If we submit a roster to add/term a provider, is it okay to use the tool?

A: No, the tool is for digital provider enrollment only. If you use the roster for submissions, you would also use the roster to submit your adds/terms. The Digital Provider Enrollment (DPE) tool is only for enrollment. For terms or changes (via roster), you would submit your requests to: waopsrequest@amerigroup.com.

Q: Is the digital enrollment more effective than the roster submission?

A: They are two different avenues of submission based on provider group type. Providers who require full credentialing will utilize the *Digital Provider Enrollment* tool. Certain groups will continue to utilize the roster submission process including delegated entities, facility-based provider groups as well as Federally Qualified Health Centers (FQHCs) and Rural Health Centers (RHCs).

Q: What is the link to the digital provider enrollment tool?

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

<https://provider.amerigroup.com>

A: <https://www.availity.com>

Here is the *Digital Provider Enrollment* link from our Provider website:

<https://provider.amerigroup.com/washington-provider/join-our-network>

Q: Is there a list of the CPT[®] codes for the rate increases?

A: Amerigroup will provide a link to the HCA information when it becomes available.

Q: Regarding the rate changes, for those of us on a capitated contract, did I hear correctly that you said we may see an additional check come through for the *look back period* going back to April 1, 2021?

A: Preston did indicate yes, that is correct. We will likely make payments in two increments: the first payment covering April 1 through June 30, 2021; the second payment covering July 1 through September 30, 2021.

Q: We are needing some assistance with claims. We have a few transgender patients who are having family planning services, and they are denying due to gender with what we have, and the insurance group and I have appealed multiple times, and they are getting denied. Assistance on what we can do?

A: Sonja Owen — Provider Experience consultant for Spokane - advised she can follow up with the group for dispute resolution/escalation process.

Q: Our provider representative mentioned that you are making changes to the provider roster. Will these changes be communicated to the other MCOs? It is key for us to have one MCO provider roster.

A: Our Chief of Staff, Caitlin, is submitting these changes to the other MCOs to see if they would like to utilize these changes. Molly indicated that we are making minor changes to the current MCO roster, and it is for clarification purposes, such as submitting a termination reason on the roster. This impacts whether or not member notification letters need to be sent out.

Q: I understand term reason for PCP, but why is it necessary for behavior health providers who do not have a panel?

A: This is essential for consistency across all specialty types and for accuracy in our system.

Q: If you send out the termination letters to patients, do you assign another provider in the practice?

A: We try to reassign the patient within the organization, but if there is no preference or reason given, there are assignment functions built into our system to reassign the member. The group can also indicate PCP to assign member to if needed.

Q: Can we have the update on your claims configuration issues?

A: De'Shanel Childs, Operations Director, is working with the configuration team, as well as our Chief of Staff to understand the root cause. Your Provider Experience consultant will reach out to you directly with current updates for your group.

Q: Are a lot of providers having the same configuration issues/payment issues? We have been dealing with this for months as well.

A: Currently, Amerigroup is working on multiple configuration and payment issues with providers groups. Please continue to work with your assigned Provider Experience consultant for updates on these items.

Q: Do we have any updated information on the Medicare denial updates and payments for behavioral health services?

A: We are working diligently toward a solution as progress is made; we will communicate updates.

Q: We have been experiencing repeated claim processing issues where Amerigroup is incorrectly recouping payments for HCPC C9803 and also for telephone/virtual visits billed with the patient place of service 12 (home). We have confirmed with the HCA that we are billing appropriately. Although our Provider Relations representative has been very supportive in getting claims corrected, can you provide assurances that the system issues will be resolved indefinitely?

A: [Angela Munoz, Provider Experience Consultant] for this group, advised that she is currently working with the group as well as the cost containment unit on follow up with this issue specifically.

Q: I have a question related to newborn IDs. How it will affect the authorization for the newborn hospital admission. Can we request the authorization with the ID of the mother, or how you are going to do this?

A: For Wenatchee Valley Hospital, Provider Experience consultant is Mica Rockefeller. The issue is that the authorization is for the newborn. Amerigroup does follow the *Erin Act* for the first 21 days after birth; however, Amerigroup can build a temporary ID for the newborn. You can utilize the chat function on Availity, or you can call Provider Services.

The two numbers will be merged when the newborn receives their permanent ID number. [Mica] will follow up with [Maria] directly on this issue.

Q: Question regarding submitting rosters. When we submit a roster with new provider, can we get a notification and provider effective date email so we know the provider has been approved?

A: When you submit a request to our operations email box, you should be getting a response with a case number to track the status of the submission. We can reach out to our data team to find out if they can start sending a reply with completion; however, it is not currently standard practice. Also, please check

your junk or spam email to make sure that you are getting that case number sent back to you for follow up and tracking purposes.

Q: The other issue is cost containment and no phone number? You literally have to do a takeback dispute through fax or mail. They send tons of paper as well.

A: At this time disputes do need to be done through the fax or mail process that is outlined on the letter from the cost containment unit.

You can contact Cost Containment Unit Inquiry Team at **844-410-6892** if needed.

Q: How do we sign up for the monthly newsletter?

A: You may use the link here to sign up for the e-blasts:

https://provider.amerigroup.com/docs/gpp/WAWA_CAID_PU_eBlastNotification.pdf?v=202009082233

A: You may also sign up for Availity training from our provider website here:

<https://provider.amerigroup.com/washington-provider/resources/training-academy>