



Welcome!

Regional town hall

Agenda

Discussion topics:

- **Welcome and overview:** Craig Smith, Washington Plan President
- **Operations: claims and configuration:** Miranda Richter, Director, Operations
- **What's the 411? Provider Relations update:** Molly Mathis, Manager, Network Relations
- **Amerigroup Washington, Inc. enhancement and non-Medicaid funding:** Courtney Ward, Manager, Strategy and Finance
- **Clinical and utilization management:** Kathleen Boyle, Director, Practice Integration
- **Foundational Community Supports (FCS):** Torri Canda, Director, Innovative Programs
- **Q&A: Facilitator** Caitlin Safford, Director, Government Relations
- **Survey feedback — *We want to hear from you!***

Overview: membership



As of 2020, Amerigroup now covers over 235,000 lives in the state of Washington.

Integrated managed care regions



Regional town hall overview

Today's discussion:

- Integrated managed care updates
- Meet your Amerigroup team
- Review of standard business practices

We want to hear from you! We've learned many lessons as we've transitioned to integrated managed care and have many more to learn! Your contributions, both as a service provider and community partner, are important to us.

Claims, configuration and pricing

Completed projects:

- System configuration for 96165
 - Completed June 15, 2020 — claims reprocessing project is active.
- 99441 to 99443 billed with CR modifier processing error
 - Completed June 12, 2020 — claims reprocessing project is active.
- Behavioral health services only benefit grid update
 - Completed June 19, 2020 — claims reprocessing project is active.

Claims, configuration and pricing (cont.)



Projects in flight:

- Substance use disorder (SUD) retired codes extension through April 1, 2020 (96153-96155)
 - Scheduled for August 17, 2020, completion
 - May bill for CMS 2020 replacement code – 96165
- *EOB* from primary payer requirements on various S, H, T codes
 - Estimated completion in September 2020
- SERI discrepancies, clinical editing updates
 - Estimated completion in September 2020

Contact information – Amerigroup Network Relations team

Meet our team

Region: Eastern Part of Greater Columbia and statewide providers	Anne.Gutierrez@Amerigroup.com
Region: Great Rivers, Salish and Thurston-Mason	Veronica.Gogo@Amerigroup.com
Region: North Central	Jeremy.Reynolds@Amerigroup.com
Region: North Sound	Rachelle.Clark@Amerigroup.com
Region: Pierce	Jennifer.Lane@Amerigroup.com
Region: Spokane	Abigail.Osborne-Elmer@Amerigroup.com
Region: Western Greater Columbia, SW Washington	Brittany.Davis@Amerigroup.com
Washington Network Relations Manager	Molly.Mathis@Amerigroup.com
Washington Network Relations Mailbox	wa1provrelations@amerigroup.com


Provider data operations intake — provider rosters

Forms

A library of the forms most frequently used by health care professionals.
Looking for a form but don't see it here? Please
contact your provider representative for assistance.



- + Prior Authorizations
- + Claims & Billing
- + Behavioral Health
- + Pharmacy
- + Maternal Child Services
- + Other Forms
- + Disease Management
- + Utilization Management/Case Management
- **Provider Demographics/Credentialing**

 **WA Provider Master Roster**

<https://provider.amerigroup.com/washington-provider/home> > Provider Forms >
Provider Demographics/Credentialing
Submit to: waopsrequest@amerigroup.com

Enhancement funding

- Amerigroup created an encounter based payment methodology for enhancement funds starting in January 2020.
 - Using historical encounter data for 2019 regions and projected enhancement funding amounts per region, Amerigroup calculated a mental health (MH) and SUD encounter rate by region.
 - Encounters are tallied by a paid (accepted) claim in Q1 of 2020 with a date of services in 2020; enhanced funding per this methodology is only for services in CY2020.
 - Only Medicaid IMC claims are tallied (excludes FCS/non-Medicaid).
 - If valid claims denied, they would be included in subsequent quarter payouts (when provider rebills or we reprocess) as we pull the data by paid claim date.
 - MH and SUD encounters are determined by diagnosis code submitted with the procedure code.

Enhancement funding (cont.)

- Since funds are rooted in the premium, Amerigroup wanted to ensure sustainability of funds by distributing to providers based on *actual* services rendered.
- To date, payments have received a percent increase adjustment to account for the following:
 - Decrease in services due to COVID-19
 - Inappropriate denials due to Amerigroup configuration issues

Non-Medicaid/general fund state dollars

- General fund state (GFS) dollars are split between the administrative services organizations (ASOs) and MCOs in each region
 - As of July 1, 2020, 80% goes to each ASO in a region and 20% goes to the MCOs in a region.
 - *The 20% is distributed to each MCO based on each MCO's market share in a respective region.*
- MCOs are contractually required to cover the following non-Medicaid services:
 - Behavioral Health Personal Care (BHPC); formally known as Medicaid Personal Care (MPC)
 - Medical costs associated with a member who has a stay in an Institution for Mental Disease facility for longer than 15 days
- The Amerigroup GFS dollars funds are payable on a fee-for-service (FFS) basis for contracted Amerigroup providers.
 - GFS dollars codes pay FFS regardless of Medicaid contracted payment arrangement with Amerigroup.
 - GFS dollars services do not require prior authorization.

Behavioral health clinical leadership



- Behavioral Health Clinical Director
 - Nick Osterman
 - nicholas.osterman@anthem.com
- Behavioral Health Manager, Utilization Management
 - Jameca Williams, NCC, LPC, LCDC
 - jameca.williams@anthem.com
- Behavioral Health Managers, Case Management
 - Maribeth Capen, MA, LMFT, CCM
 - maribeth.capen@anthem.com
 - Terri Brazelton, RN, BSN
 - terri.brazelton@amerigroup.com

Utilization management



Honor Authorization process:

- *These are unique and different from prior authorization requests.*
- *Must use Honor Authorization Request Form.*
- *Must fax to number on the form: **1-844-887-6356**.*
- *Requests will be returned to providers if process not followed.*

New Prior Authorization Request Forms — please use new forms!

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

- Behavioral health initial review — Medicaid
- Behavioral health concurrent review — Medicaid
- **Preferred method** to submit/review prior authorization requests is through the Availity Portal* even if they are not submitted via the portal.
 - Providers can still fax or call in prior authorization requests.
 - Providers may now request administrative bed days for any voluntary inpatient stay request that is denied.

Case management/care coordination



Behavioral health case management requests:

- Call Provider Services (**1-800-454-3730**) and request a behavioral health case management referral.
- Email the Behavioral Health Case Management team using the shared mailbox — WABHReferrals@amerigroup.com.

Case management services include:

- Hospital discharge planning for ITA and voluntary.
- Crisis contact follow-up with members/providers.
- Coordinating with formal and informal supports.
- Assist with member access to services.
- Case Management team are experienced in adult and children's mental health, SUD and various allied systems.

** Not meant to replace care coordination done by behavioral health providers.*

FCS third-party administrator



- Amerigroup is the third-party administrator (TPA) for FCS.
- FCS is supportive housing and supported employment service benefits.

Contact information:

1-844-451-2828

FCSTPA@Amerigroup.com

<https://provider.amerigroup.com/washington-provider/patient-care/foundational-community-supports>

FCS TPA



There are **6,157** clients currently enrolled in FCS.

FCS clients	Both programs	Supported employment	Supportive housing	Total
Greater Columbia	155	224	275	654
Statewide	875	2179	3103	6157

There are currently **151** FCS provider groups across **419** locations.

Providers	Groups	Locations
Greater Columbia	23	40
Statewide	151	419

FCS TPA (cont.)



There are **6,157** clients currently enrolled in FCS.

FCS clients	Both programs	Supported employment	Supportive housing	Total
Pierce	144	184	340	668
Statewide	875	2179	3103	6157]

There are currently **151** FCS provider groups across **419** locations.

Providers	Groups	Locations
Pierce	27	36
Statewide	151	419

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
Spokane	284	366	767	1417
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
Spokane	27	65
Statewide	151	419

FCS TPA (cont.)



There are **6,157** clients currently enrolled in FCS.

FCS clients	Both programs	Supported employment	Supportive housing	Total
North Central	4	85	69	158
Statewide	875	2179	3103	6157

There are **151** FCS provider groups across **419** locations.

Providers	Groups	Locations
North Central	8	17
Statewide	151	419

- Catholic Charities of Yakima
- Chelan-Douglas Community Action Council
- Compass-SL Start and Associates
- Elmview
- Grant Co. DBA Grant Integrated Services
- Hope Source
- Women's Resource Center of NCW
- WorkSource Okanogan County

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
Salish	53	122	84	259
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
Salish	13	34
Statewide	151	419

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
North Sound	26	314	173	513
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
North Sound	27	51
Statewide	151	419

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
Great Rivers	235	268	633	1136
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
Great Rivers	17	36
Statewide	151	419

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
Thurston-Mason	10	106	156	272
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
Thurston-Mason	16	22
Statewide	151	419

Foundational Community Supports (FCS TPA)



- There are **6,157** clients currently enrolled in FCS

FCS Clients	Both Programs	Supported Employment	Supportive Housing	Total
Southwest	16	179	113	308
Statewide	875	2179	3103	6157

- There are currently **151** FCS provider groups across **419** locations:

Providers	Groups	Locations
Southwest	9	14
Statewide	151	419

Open dialogue



This is your time to:

- Ask questions.
- Submit comments.
- Provide suggestions for how we can better serve you.

THE FLOOR IS YOURS!

Logistics:

- Raise your hand to speak, and we'll call on you and unmute.
- Submit question/comment in the chat box.



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