

Quarter two 2022 Provider Network town hall questions and answers

Legislative rate increase

Do you have a timeline as to when Amerigroup Washington, Inc. will have the 2% increase fixed in your system to actually pay on claims that are billed at the 2%?

The new fee schedule that goes live July 1, 2022, has the 2% included; until then, we are issuing settlement payments to providers up until February 1, 2022, and we have another payment in the works right now for claims runout through April 30, 2022.

Is this 7% increase from hospital care authority (HCA)?

It is legislatively required for all certified behavioral health agencies and inpatient behavioral health service lines.

Provider status look up

On the provider chat, can we find out if a provider is active with Amerigroup?

Yes, you can. You would be speaking with a live Provider Service representative, and they can tell if you are active/participating with Amerigroup. If it is regarding the NPI registration, however, you would need to reach out to the HCA.

Place of service (POS) 10

Although you stated that the POS 10 issue was resolved, we have several claims that were inappropriately recouped as billing POS 12 incorrectly, but we are following HCA guidelines. How do we address this as it has been close to a year and our claims aren't reprocessed yet?

Please provide examples to your Provider Experience representative for additional research.

You mentioned the telehealth changes were loaded in Amerigroup on April 13, 2022, does that mean you will accept services with the FQ modifier?

Yes.

Am I understanding correctly that Amerigroup does not accept the FQ modifier at this point? If not, what is the date we will be able to submit those? Should we continue sending them (all telehealth?) with the prior HCA modifiers? What date did that go live?

You can send claims with FQ modifier. Per the HCA, this was live January 1, 2022.

Is Amerigroup planning on initiating recoupments for the 2% payments that were made in error (on accounts that were reprocessed), or do we need to do a refund?

Your Provider Experience representative as well as Provider Network management will connect with you directly.

Where is the best place to find Amerigroup electronic remittance advice's (ERA)?

You can print ERA through Availity platform: go to specific spot in [Availity](#).*

You can register for Availity trainings available on our website.

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

What if I need assistance?

If you have questions about this communication or need assistance with any other item, visit the *Contact Us* section at the bottom of our provider website

(<https://provider.amerigroup.com/WA>) for up-to-date contact information and self-service tools. You may also call Provider Services at **800-454-3730** for Medicaid.



Email is the quickest and most direct way to receive important information from Amerigroup Washington, Inc.

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3Eo51La>).

