

Q&A session for Q4 2022

Provider network town hall talking points

Availity *

Q: Availity does not allow providers to bill any Medicare plans, if the provider is not an Advanced Registered Nurse Practitioner/Registered Nurse (ARNP/RN) credential, this included Medicare Managed Care plans?

Your Provider Relationship manager will reach out to you on this issue. Availity should be able to accept Medicare claims, regardless of provider type.

Medicare EOB exclusion:

Q: Is there a list of the *certain taxonomy codes* that are included in the configuration?

You can access the taxonomy codes on the CMS website: <https://data.cms.gov/provider-characteristics/medicare-provider-supplier-enrollment/medicare-provider-and-supplier-taxonomy-crosswalk/data>

Credentialing

Q: Who is your behavioral health providers credentialed through?

As you are a Federally Qualified Health Care (FQHC) provider, you will submit your behavioral health providers via the Health Care Authority (HCA) approved roster to waopsrequest@amerigroup.com.

Beacon Health Options delegation:

Q: So, what exactly does the *delegation* to Beacon Health Options mean if authorizations, claims, etc. don't change and are routed the same? What's being delegated then?

There should be no changes for providers. Beacon Health Options was acquired by Amerigroup Washington, Inc.

Q: Is there additional/new contact information for Utilization Management/Case Management per delegation to Beacon?

The contact information will not change.

NPI rejections

Q: On NPI denials when the HCA back dates, is it on the providers to rebill or will the Managed Care Organization (MCO) reprocess these?

Rejected claims will be recycled for NPIs who are now on the HCA-active status list within the past 60 days. Claims prior to 60 days will need to be resubmitted by the provider.

Pay and chase

Q: Why weren't clinics informed that Amerigroup Washington, Inc. no longer accepts the pay and chase for H2020?

There is no HCA contract requirement that requires notification to providers.

COVID-19 test policy

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

<https://provider.amerigroup.com/WA>

Q: When is Amerigroup Washington, Inc. going to follow the HCA policy and pay for the Covid tests? 87635-CR and 87637-CR?

Our director of operations will reach out to you directly; however, this code should be in process to pay.

Configuration issue

Q: Do we have a fix for the substance use disorder (SUD) one-on-one issue? For example, the H0004 CPT® code.

This is a larger issue that is being worked internally to resolve as quickly as possible.

Q: I just missed that last part about the H codes, will there be minutes for this meeting?

The town hall is being recorded and will be published on the provider website.



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