Medicaid
Children's Health Insurance Program

Hawki
Iowa HHS

Iowa Health Link
Iowa HHS

Amerigroup

Amerigroup Iowa, Inc.

2023 Annual provider training presentation

Presentation overview

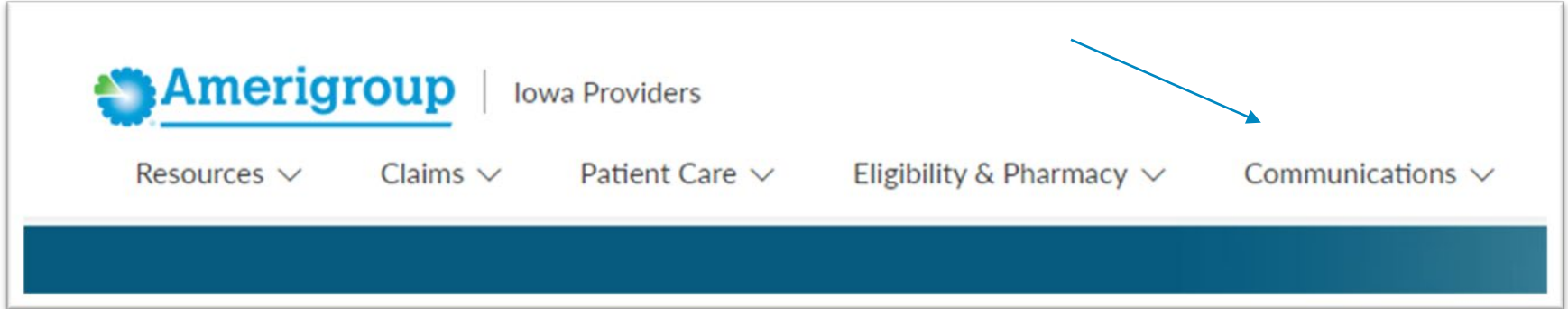2023 is the year of provider self-service:

- New Provider News landing page
- Configuration issues log
- Provider tools and resources
- Patient care
- Long-term services and support (LTSS) update
- Availity Essentials* tools

Provider self-service tools

[Https://provider.amerigroup.com/iowa-provider/home]

Provider News landing page

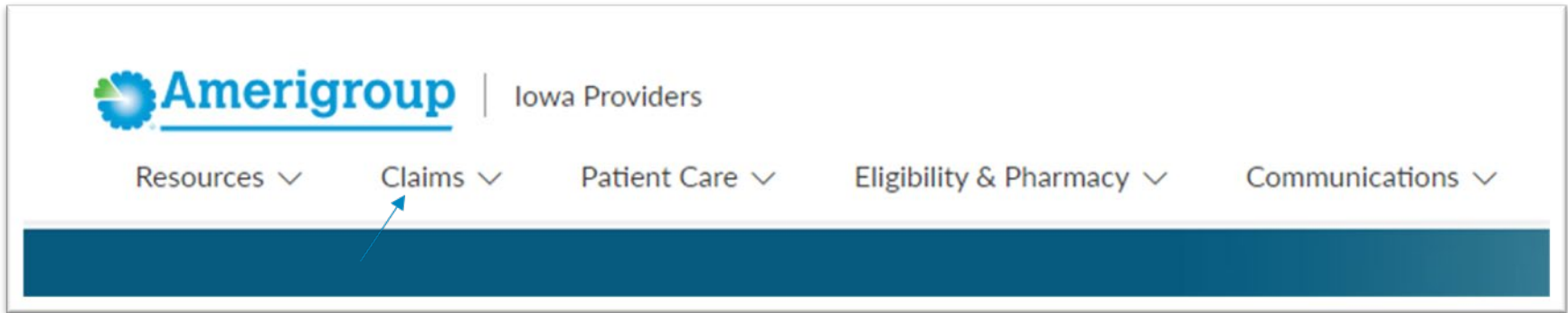Navigate to Provider News under the Communications tab of our website.

Provider News

Search:

- By keyword.

- By date.

- By common categories.

- By line of business (Children's Health Insurance Program, Medicaid, Medicare Advantage)

- Recent publications by month.

   o News feed keeps the most recent on top.

Claims configuration issues log

- Navigate to Claims Overview under the Claims tab of our website.
- Scroll down to Claims Resources and identify the PDF system configuration updates.
- A sample is on the next page.

Amerigroup system configuration updates

Amerigroup Iowa, Inc. system configuration updates

The table below provides information related to claims issues impacting several providers. This information will be updated weekly on Fridays. Continue to follow the existing process by reaching out to your Provider Relationship Management representative for concerns.

Known system issue	Brief description	Date issue identified	Status	Provider types impacted	Number of providers impacted	Expected completion date	Expected claims reprocessing date
Medicare COB Overpayments; Corrected Claims	Amerigroup uses specialized extensions within our claims processing system to adjudicate coordinated claims. It has been identified there is a flaw that is impacting select coordinated claims by not applying lesser of logic to Medicare COB claims. This issue is unique to corrected claims. In the instances where the owed amount by Amerigroup should be limited to the member's copay, coinsurance, or deductible, this is not always occurring without manual intervention. Short-term solutions are being sought in advance of the system fix slated to occur in July 2023. This issue is only impacting Medicare COB claims, not commercial.	5/23/2023	In progress	All where Medicare is primary payer	305	10/25/2023	N/A These are overpayments. Amerigroup does review for overpayments within cost containment. Providers should follow applicable guidelines for self-identification of overpayments.
Info Letter 2274; IHAWP Sleep Study (95810 coverage)	Iowa Health and Wellness Plan (IAHWP) members pursuant with Info Letter 2274 have certain benefit limit restrictions as outlined via CMS LCD A56903. Code 95810 is considered reimbursable with ICD-10-CM: G4710 – Hypersomnia and are presently denied as non-covered benefits in error. This issue is isolated to claims submitted on facility claims form (CMS-1450) and is not presently impacting professional claims (CMS-1500). Amerigroup is working on restoring edits to CMS guidelines and will reprocess all otherwise clean claim submissions.	6/28/2023	Complete	Physicians, advanced registered nurse practitioners, physician assistants, and clinics	7	Complete 7/28/2023	Complete 8/16/2023

Carelon Behavioral Health, Inc. is an independent company providing utilization management services on behalf of the health plan.

https://provider.amerigroup.com/IA

IAAGP-CD-038864-23-CPN1477

September 2023

Provider tools and resources

Additional provider resources

- Provider manuals
- Reimbursement policies
- Claims and billing forms
- Provider disputes
- Links to trainings

Provider Pathways

- Our self-paced eLearning is Provider Pathways.

- Provider Pathways has self-guided tools on a variety of workflows and tools that help us do business together.

- Navigate to our website and select Provider Training Academy under Resources at the top navigation. Then, scroll to Provider Pathways Digital Provider Orientation to register or review the modules.
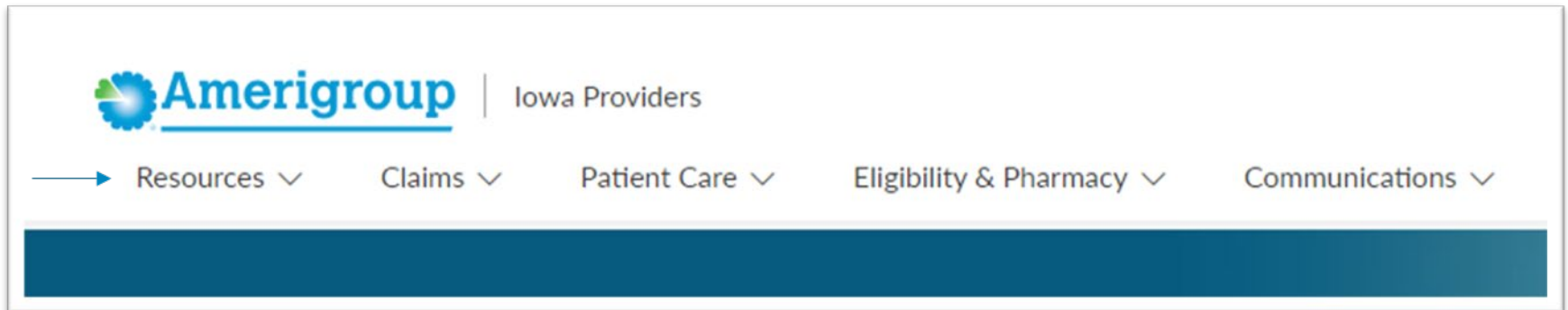
Psych Hub –
# comprehensive learning library

- Providers may sign up any time at [App.psychhub.com/signup/IAAmerigroup-MHP].
- Courses are self-paced at one to three hours in length.
- A library of evidenced-based courses offered with the opportunity to receive free Continuing Education Units (CEU). New content is offered continuously.
- Find technical support at Support@PsychHub.com.
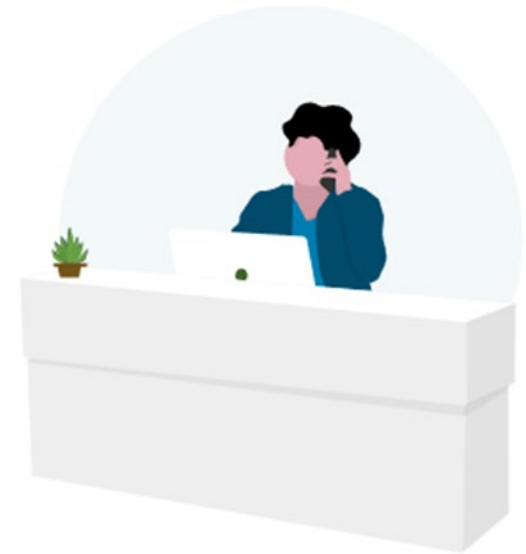
Patient care

- Behavioral health
- Maternal child services
- Health education
- Disease management/population health

Screening, brief intervention, and referral to treatment (SBIRT)

- SBIRT provider toolkit is available on the Amerigroup Iowa, Inc. provider website.

Assists with:

- Early intervention and referral.
- Identifying risky behaviors.
- Identifying the right type and amount of treatment.

SBIRT Toolkit

A clinicians' tool for identifying risky behaviors and providing appropriate intervention.

➕ **SBIRT overview**

➕ **SBIRT printed materials**

➕ **SBIRT provider training**

Note: Sample, Arial size 10

Aspire Health* partnership

- Community-based palliative care services

- Whole person care for members

- Advance care planning

- Interdisciplinary care team

- Personalized care for high-risk members

Community paramedicine partnership

Assisting our members in the community:

- Community paramedicine services through qualified paramedics
- Designed to improve condition management, member education, and overall member experience
- Services provided by recognized community resources
- Assess health status, needs, and care plan goals shared with PCP

Benefits — value-added services

Amerigroup believes that by offering expanded programs and services, we provide opportunities to help care for the whole person and better address the specific needs for each segment of the population.

Health maintenance and preventative services

- Waived copays for specific services
- WW® membership
- Personal exercise kit
- Free youth club membership
- Dental hygiene supplies
- Home-delivered meals
- Choice of grocery store membership, ready-to-cook family meals, free grocery delivery, or produce boxes
- On-demand fitness and exercise resources
- Allowance for healthy lifestyle aids (blood pressure cuff, etc.)

Training and supports services

- Community Resource Link for Amerigroup
- Employment Support program
- High School Equivalency Test (HiSet®) assistance
- One-on-one tutorial services
- Allowance for baby essentials (car seat, highchair, diapers, etc.)
- Vouchers for carpet cleaning and asthma relief products
- Free mobile subscriptions to meditation and substance use disorder (SUD) recovery apps
- Breast pump accessory kit and microwave sterilizer
- Allowance for sensory products (fidget spinners, gravity blankets, etc.)

Independent living skills services

- Transportation assistance
- Allowance for assistive devices and wheelchair accessories
- Access to free smart phone
- No-cost digital library subscription and e-reader
- Allowance for home goods and essentials
- Allowance for personal care and hygiene supplies

Long-term services and supports updates

Long-term services and supports:

- Four Network Relations Specialists
- Workforce Development Manager
- Director Provider Relationship Account Management

This team provides additional support to the LTSS care provider network related to:

- Targeted training related to LTSS care provider and member needs.
- Assisting care providers with member transition from facility to community.
- Commitment to improving the health, safety and quality of care for members.
- Onboarding materials and training specific for LTSS care providers.
- Improved quality of care for members.
- Increased network capacity.

Long-term services and supports

The LTSS Workforce Development Manager works collaboratively with contracted care providers and stakeholders to improve member outcomes by ensuring care providers are qualified, trained, and sufficiently staffed to meet member needs.

The WFD Manager is responsible to:

- Develop and administer tools to monitor and collect information on workforce.
- Analyze and educate current and future healthcare workforce trends.
- Assist care providers in forecasting workforce capacity and training needs.
- Assist the LTSS provider network to support the education and development of current and future workforce.
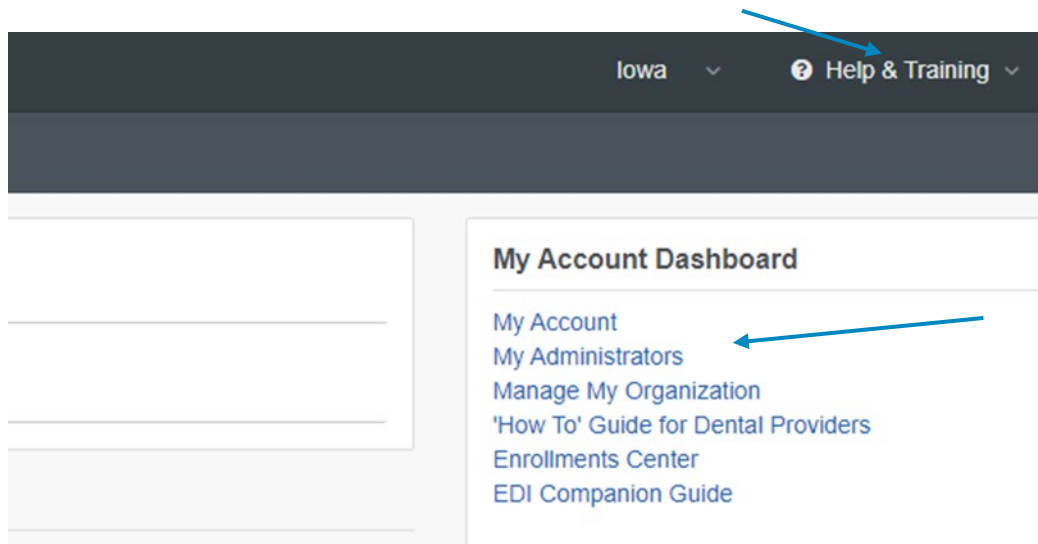
Availity Essentials tools

[Availity.com]

Availity Essential tools and self-guided learning:

- Use Availity Essentials for benefits/eligibility, claim-look up and payment information, prior authorizations, claims disputes, and more.

- Availity Essentials is free to use, register, and find self-guided learning.

- To change administrators or get real-time help, call [**800-AVAILITY**].

Provider data management:

- Provider data management (PDM) capability is available using Availity Essentials.

- Availity Essentials PDM is the intake tool for providers to submit demographic changes/rosters.

- Providers may self-serve to attest and manage demographic data.

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Note: Sample, Arial size 10

Roster Automation:

- Standardized system upgrade for demographic changes
- *Rules of Engagement* [https://provider.amerigroup.com/docs/gpp/AGP_CARE_RosterAutomationIA.pdf]
- Training is available in Availity Essentials.
  - Select **Help and Training** to learn more.
  - Call [**800-AVAILITY**] for guided assistance.
- Current intake modes will be slowly phased out.

Provider account management staff

Locate your local Account Management Manager on the **Contact Us** page at [https://provider.amerigroup.com/iowa-provider/contact-us]

Medicaid Provider Relations regional contacts

📄 Provider Account Management - State Representative Map
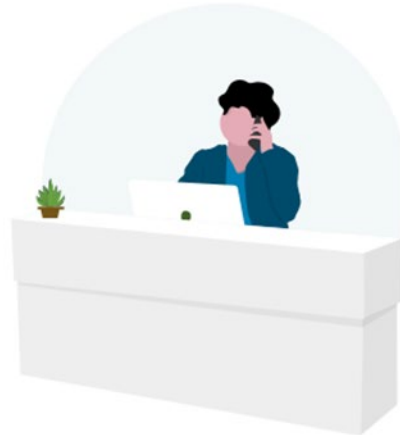
Thank you for attending.

Provider Account Managers will be available to assist after today's presentation.

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