

# Wellpoint Iowa, Inc.

Iowa Medicaid Town Hall  
June 20, 2024



# Overview

What requires prior authorization/precertification.

Member resources:

[Member website](#)

[Member handbook \(English\)](#)

[Member Handbook Addendum \(English\)](#)

[Member Handbook \(Spanish\)](#)

Provider resources:

[Provider website](#)

[Medicaid Provider Manual](#)

[Precertification Lookup Tool \(Pluto\)](#)

[Forms](#)

[Medical Policies and Clinical UM Guidelines](#)



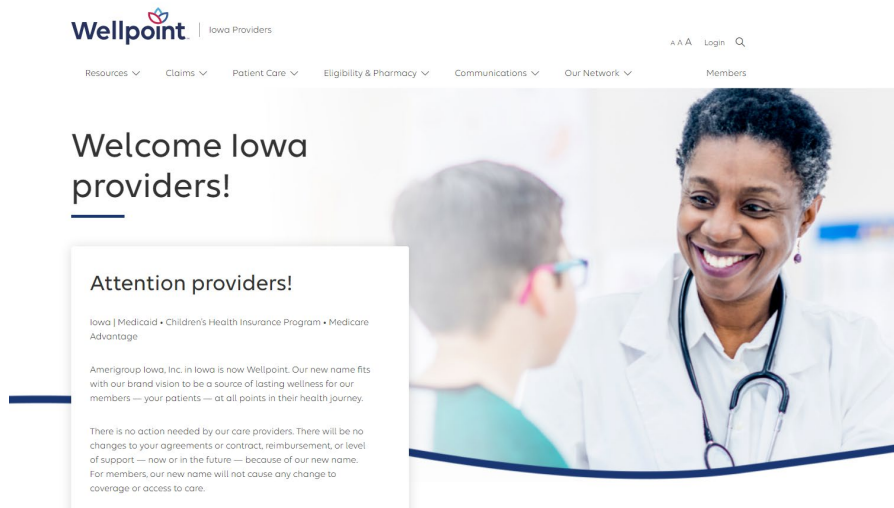
# Prior Authorization/Precertification

- **All** inpatient services require authorization.
  - This includes concurrent review.
- Certain behavioral health services **always** require precertification when billed with applicable revenue codes.
- Certain outpatient procedures, services, or supplies require precertification.



# Pre-certification Lookup Tool (PLUTO)

Providers are encouraged to utilize the Prior Authorization Lookup Tool (PLUTO) on our website to determine if the CPT/HCPCS code, or code description, requires an authorization.



Market

Iowa

Line of Business Available for both Medicaid and Medicare services

Select Line of Business

Drug name, CPT/HCPCS Code or Code Description

Type a drug name, CPT/HCPCS code or code description

Search



# Information Needed for Medical Necessity Determination

- Member name and IA Health Link identification (ID) number
- Diagnosis with the International Classification of Diseases (ICD-10) code
- Procedure with the Current Procedural Terminology (CPT) code
- Date of injury or hospital admission
- Third-party liability (TPL) information, if applicable
- Facility Name, if applicable
- Facility ID number, if applicable
- Requesting physician/provider, if applicable
- Primary Care Physician (PCP), if applicable and different from the requesting physician/provider
- Level of Care (LOC) requested, if applicable with supporting documentation
- Clinical justification for the request, including but not limited to the following:
  - Lab, radiology, and pathology test(s) result(s)
  - Medications
  - Treatment plan, including time frames
  - Treatment(s)/Intervention(s) and the member's response—including treatments and interventions provided in the Emergency Room (ER)
  - Diagnoses of differentiation, if applicable
  - Current History and Physical (H&P)
  - Prognosis
  - Psycho-social status
  - Exceptional or special needs issues
  - Ability to perform activities of daily living (ADLs)
  - Discharge plans
  - Any known barriers to discharge

Additional information is available beginning on page 87 of the Wellpoint Provider Manual.



# Helpful Tips from Utilization Management



# Helpful UM Tips

- Write clearly/legibly on the request for prior authorization form.
- Verify CPT/HCPC codes, and modifiers if applicable, requested are accurate and require prior authorization.
- Authorization status can be verified using the Availity portal.
- Include name, phone number, NPI, Tax ID, and fax number on the authorization request for the person to contact if additional information is needed or when a decision has been rendered.
  - Verify accuracy of servicing and requesting provider information.
- Clinical submitted should “tell the story” of the care that is required; the identified need, intervention, and treatment progress.



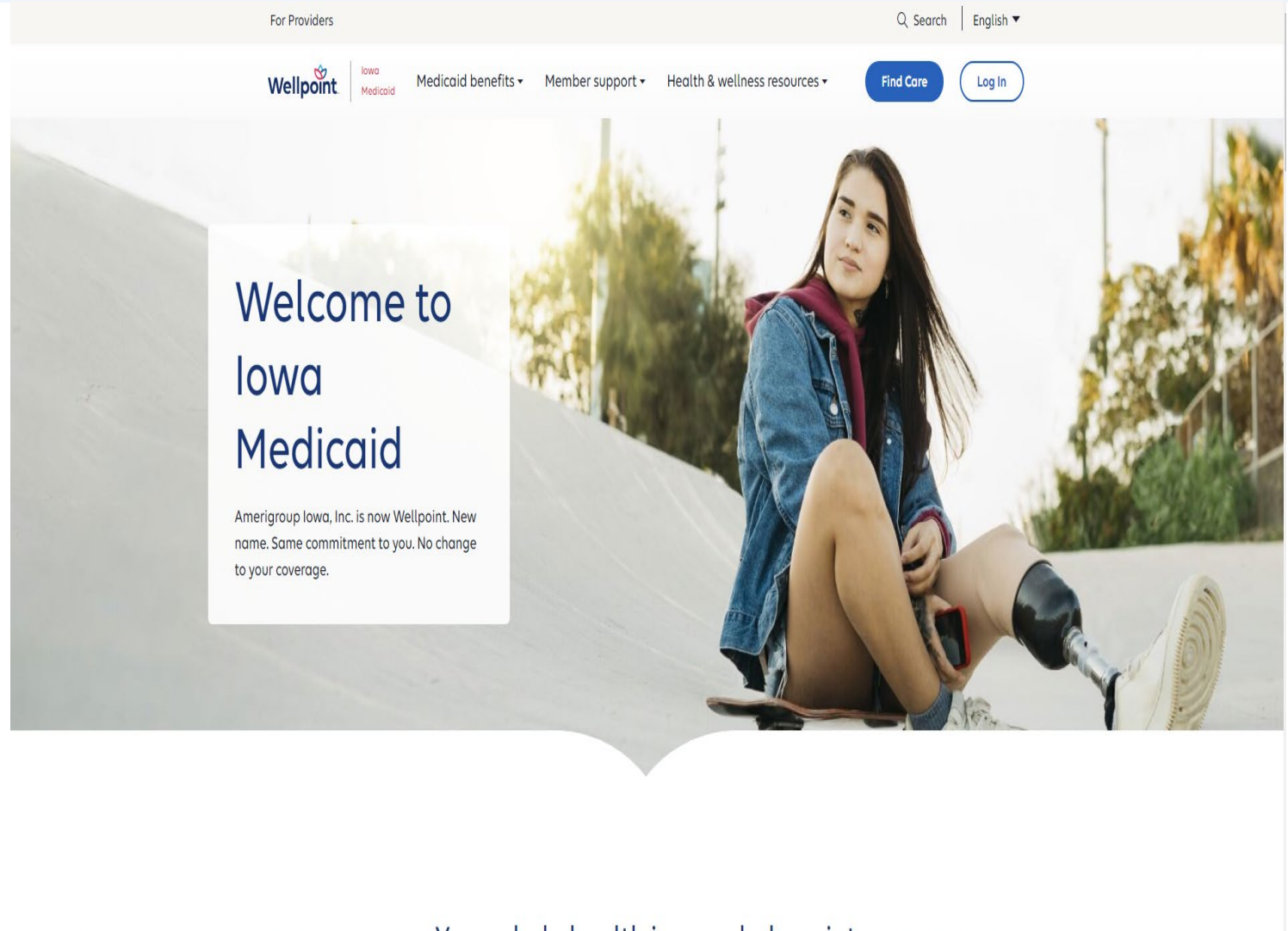
# Member Resources





# Member Website

- Educational Materials
- Find a Doctor
- Live chat with a member services representative or send a secure message.
- Member Handbook
- Review Benefits
  - Iowa Healthlink
  - Health and Wellness
- Additional resources



# Provider Resources



# Provider Website

- Communication bulletins
- Forms
- Medicaid Provider Handbook
  - Medicare Provider Handbook
- Precertification Lookup Tool (PLUTO)
- Medical Policy and Clinical Guidelines
- Additional Resources

**Wellpoint** | Iowa Providers

Resources ▾ Claims ▾ Patient Care ▾ Eligibility & Pharmacy ▾ Communications ▾ Our Network ▾ Members

AAA Login Q

## Welcome Iowa providers!

### Attention providers!

Iowa | Medicaid • Children's Health Insurance Program • Medicare Advantage

Amerigroup Iowa, Inc. in Iowa is now Wellpoint. Our new name fits with our brand vision to be a source of lasting wellness for our members — your patients — at all points in their health journey.

There is no action needed by our care providers. There will be no changes to your agreements or contract, reimbursement, or level of support — now or in the future — because of our new name. For members, our new name will not cause any change to coverage or access to care.

For more information, please refer to the [Frequently Asked](#)





<https://www.provider.wellpoint.com/iowa> -provider