



Amerigroup New Jersey NJHA March 2018



Amerigroup
RealSolutions®
in healthcare

Introductions

- Lynda Grajeda, Director of Contracting
- Ben Stenson, Director of LTSS
- Ann Basil, Behavioral Health Administrator
- Kathleen McConway, Manager Health Care Management Services
- Maribel Medenilla, Behavioral Health Contracting Specialist



Discussion Items

- Authorization process
 - Acute, Outpatient, MLTSS
 - Continuity of Care
- Operational Changes
 - TBI Policy Guidance Effective 1/1/2018
- Policy changes
 - BH Managed Care Carve In



Inpatient Precertification Process

- **Planned IP/Emergent Admissions requests**
- Fax or Call National Call Center
- Phone- 800-454-3730
- Fax-800-964-3627
- Online portal-www.Availity.com
- Amerigroup enters authorization and requests clinical information to support medical necessity for admit
- Medical Necessity is reviewed using Interqual criteria
- Adverse Determinations can only be rendered by a NJ Licensed Medical Director
- Transfers to another hospital or post acute facility require medical necessity review

Outpatient Precertification Process

Requests for following services entered via portal or fax to the Health Plan

Fax-877-244-1720/23

Online portal- www.availity.com

- DME
- Skilled home care/home infusion
- Pain management
- Hospice
- Hyperbaric
- Chiropractic care

All other requests including out of network services to National Call Center or via online portal

- **Phone- 800-454-3730**
- **Fax-800-964-3627**



Vendors

AIM- Radiology, Echoes, Sleep Studies, Genetic Testing

- Phone-800-714-0040

TNNJ-Outpatient OP/PT/ST

- Phone-855-825-7818
- Fax-855-825-7820



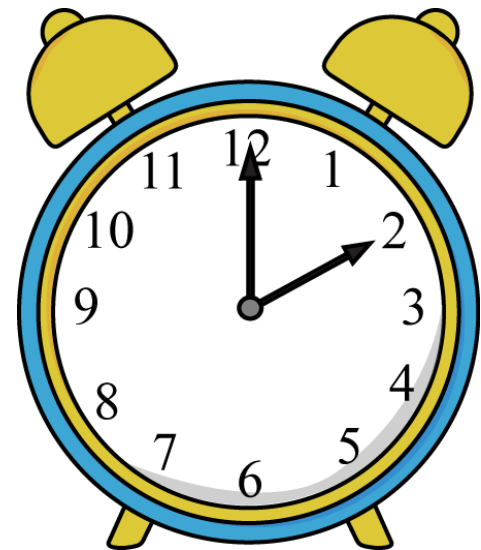
LTSS Precertification Process

- All “waiver” services for MLTSS members require authorization through the member’s plan of care.
- DMAHS Continuity of Care guidelines apply
- Face to face assessment process

Precert request via fax	Fax number
PCA/Medical Day for <u>all Amerigroup members</u>	888.240.4716
MLTSS “Waiver” Services – MLTSS members <u>only</u>	888.240.4717
Hospice - MLTSS members <u>only</u>	888.240.4717
Hospice - Amerivantage members <u>only</u>	866.805.4589
Hospice - <i>All other Amerigroup members</i>	800.964.3627

Reminder: Notification Timeframes

- Planned IP admits must be requested at least 72 hrs in advance
- Admits to LTC facility must be notified within 72 hrs of admission/eligibility.



Continuity of Care

LTSS

- Amerigroup will adhere to the NJ Department of Human Services guidelines regarding continuity of care.
- Members receiving LTSS will be permitted to see all current providers on their approved service plan, including any non-network providers, until an assessment and service plan is completed and either agreed upon by the member or resolved through the appeals or fair hearing process.
- LTSS services will not be reduced, modified or terminated in the absence of a new/ up-to-date assessment of needs that would support any service reduction, modification or termination.

Acute

- Newly eligible members in an active treatment plan
- Cancer: Chemo or Radiation
- S/P surgery within 6 months
- Orthopedic Procedure within 6 months or recent fracture
- Hepatitis C/ ESRD/ COPD/ HIV-Aids/ CHF
- Transplant within 12 months
- OB, member in last trimester
- Other conditions approved by Medical Director upon medical necessity review

Operational Changes:

TBI Code & Modifier Changes

- DMAHS Documentation Policy Guidance:
 - TBI Code/Modifier Changes:
 - All TBI Therapies: Modifier “SZ” replaced with modifier “96”
 - Cognitive Therapy (Individual): 97532 replaced with G0515
 - Implementation Timeline

Policy Changes: BH Managed Care Carve In

	Current State	January 2018 Additions
Mental Health (outpatient)	MLTSS <ul style="list-style-type: none"> • Outpatient • Partial Care • Partial Hospitalization • Adult Mental Health Rehab (AMHR – aka Psych Group Homes) DDD <ul style="list-style-type: none"> • Outpatient 	MLTSS - No additions DDD Additions <ul style="list-style-type: none"> • Partial Care • Partial Hospitalization • Adult Mental Health Rehab (AMHR – aka Psych Group Homes)
Substance Abuse (outpatient)	MLTSS <ul style="list-style-type: none"> • Opioid Treatment Services (Methadone) DDD – No current benefit	MLTSS and DDD Additions <ul style="list-style-type: none"> • Outpatient • Intensive Outpatient (IOP) • Partial Care • Short-Term Residential • Outpatient Detox • Ambulatory Withdrawal Management DDD <ul style="list-style-type: none"> • Opioid Treatment Services also added (Methadone)
Inpatient	Acute Inpatient Psychiatric admissions for both MLTSS and DD	Wording from Steve Tunney is: All admissions to a general acute care hospital, regardless of diagnosis, shall be the responsibility of the MCO for <u>ALL NJ FamilyCare</u> beneficiaries enrolled in an MCO. All acute hospitals included – but not stand-alone Psych hospitals.
DSNP	Acute Inpatient Psychiatric Psychiatric Partial/Acute Partial Hospitalization Institutional General Hospital SUD Inpatient SUD Residential Psychiatric Acute Partial Hospital Outpatient Mental Health/SUD (FIDE_MLTSS all MLTSS BH benefits covered)	<u>All members</u> *AMHR, AWM/HBWM/NHBWM Opioid Treatment Services *Partial Care Psych and SUD *maybe covered under 2017 benefits/Code analysis is necessary to validate.

“WE ARE HERE FOR YOU”.

Provider Services
1-800-454-3730

Behavioral Health

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