

Provider News



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Want to receive our *Provider Newsletter* and other communications via email?

Submit your information to us using the QR code to the left or click [here](#).



COVID-19 information from Amerigroup Community Care

Amerigroup is closely monitoring COVID-19 developments and how the novel coronavirus will impact our customers and provider partners. Our clinical team is actively monitoring external queries and reports from the Centers for Disease Control and Prevention (CDC) and Maryland Department of Health (MDH) to help us determine what action is necessary on our part. Amerigroup will continue to follow MDH guidance policies.

For additional information, reference the *COVID-19 Updates* section of our [website](#).

MDPEC-2081-20

Administration

2021 CAHPS Survey results

Consumer Assessment of Healthcare Providers and Systems (CAHPS®) is an annual standardized survey conducted between January and May to assess consumer experiences with their provider and health plan, received by a random sample of patients. We use the results to measure our performance against our goals and determine the effectiveness of actions implemented to improve.

2021 NCQA Health Plan Star Rating			
★★★★☆			
Survey Measures	2021 Rate	2021 All Affiliates Child Medicaid Average	2020 NCQA Quality Compass® National Average (All LOB)
Getting Care			
Getting Needed Care Composite (% Always or Usually)	78.29%	86.49%	86.03%
Ease of Getting Needed Care (% Always or Usually)	82.51%	90.65%	91.23%
Ease of Seeing a Specialist (% Always or Usually)	74.07%	82.33%	79.77%
Getting Care Quickly Composite (% Always or Usually)	79.75%	87.66%	90.53%
Ease of Getting Urgent Care (% Always or Usually)	86.36%	91.59%	92.58%
Ease of Getting a Check-Up or Routine Care (% Always or Usually)	73.14%	83.73%	88.97%
Satisfaction with Plan Physicians			
Rating of Personal Doctor (% 9 or 10)	77.30%	77.46%	78.57%
Rating of Specialist Seen Most Often (% 9 or 10)	75.68%	74.27%	73.36%
Rating of All Healthcare (% 9 or 10)	75.78%	73.02%	71.92%
Coordination of Care (Always or Usually)	81.82%	85.25%	86.08%
Satisfaction with Plan Services			
Rating of Health Plan (% 9 or 10)	75.17%	70.06%	71.90%

Providers directly affect over half of the questions used for scoring. Amerigroup Community Care offers an online course for providers and office staff designed to teach how to improve communication skills, build patient trust and commitment, and expand your knowledge of the CAHPS Survey. The *Improving the Patient Experience* course is available at no cost and is eligible for one continuing medical education (CME) credit by the American Academy of Family Physicians. Providers can access the course [online](#).

CAHPS® is a registered trademark of the Agency for Healthcare Research and Quality (AHRQ).

MD-NL-0493-21



Collaborative learning opportunities

Amerigroup Community Care offers collaborative learning opportunities via live webinar throughout the year. Each live session offers continuing medical education (CME) credits to attendees. To date, there have been over 15 live sessions reaching over 200 attendees from 80 plus provider groups in our network. Learning collaboratives offer providers and their staff an opportunity to engage with subject-matter experts on an assortment of topics including coding, quality, and value-based care. Our webinars have typically been made available during the lunch hour and recorded for others to access after the live session. If you have not had a chance to complete our provider education [survey](#), we encourage you to provide us with your input. Your feedback is critical to helping us build a robust curriculum of webinars to meet your needs in 2022.

Please visit our [registration site](#) to see upcoming learning opportunities and access recordings from past sessions.

MDPEC-2748-21

Availity Authorization app available to Amerigroup Community Care providers beginning in 2022

Submitting prior authorizations is now easier and multi-payer

We know how much easier it is when you have access to digital apps that streamline your work. Thousands of providers already use the Availity* Authorization app to submit prior authorizations for other payers. Now, we want to make it easier to submit prior authorization requests to Amerigroup by making the app available in 2022 to our providers as well.

ICR is still available

If you need to refer to an authorization that was submitted through the Interactive Care Reviewer (ICR), you still have access to that information. We have developed a pathway for you to access your ICR dashboard — You simply follow the prompts provided through the Availity Authorization app.

Innovation in progress

While we grow the Availity Authorization app to provide even greater functionality and to expand Amerigroup-specific prior authorizations, we have provided access to ICR for:

- Appeals
- Behavioral health authorizations
- Federal Employee Program authorizations
- Medical specialty pharmacy authorizations

Notices in the Availity Authorization app will guide you through the process for accessing ICR for these Alternate Authorization/Appeal functions.

Begin submitting digital prior authorizations through the Authorization app in 2022

If you aren't already familiar with the Availity Authorization app, live training and recorded webinars are available:

Wednesday, January 5, 2022	11:00 a.m. ET/8:00 a.m. PT
Tuesday, January 11, 2022	3:00 p.m. ET/12:00 p.m. PT
Thursday, January 20, 2022	12:00 p.m. ET/9:00 p.m. PT
Tuesday, January 25, 2022	12:00 p.m. ET/9:00 p.m. PT
Wednesday, January 26, 2022	3:00 p.m. ET/12:00 p.m. PT

You can always log onto [availity.com](https://www.availity.com) to view the webinars at your convenience. From **Help & Training**, select **Get Trained** to access the Availity Learning Center. Select the **Session** tab to see all upcoming live webinars.

Tip: To find the authorization training faster, use keyword **AvAuthRef** in the search field.

Now, give it a try

Eliminate the time and costs associated with faxing prior authorizations by using the Availity Authorization app. It's easy, convenient, and available when you are, 24/7.

Get access by logging onto [availity.com](https://www.availity.com). Under the **Patient Registration** tab, select **Authorizations & Referrals**. The app is easy to navigate with intuitive functions that walk you through the submission.

Tips: You will need to have the Authorization Role assignment in order to access the app and to submit prior authorizations. Your organization's Availity administrator can assign the role to you.

If you have any questions, reach out to Availity at **800-282-4548**.

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

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Policy Updates

AIM Specialty Health Radiation Oncology Clinical Appropriateness Guidelines update

Effective for dates of service on and after March 13, 2022, the following update will apply to the AIM Specialty Health®* *Radiation Therapy and Proton Beam Therapy Clinical Appropriateness Guidelines*. As part of the AIM guideline annual review process, these updates are focused on advancing efforts to drive clinically appropriate, safe, and affordable healthcare services.

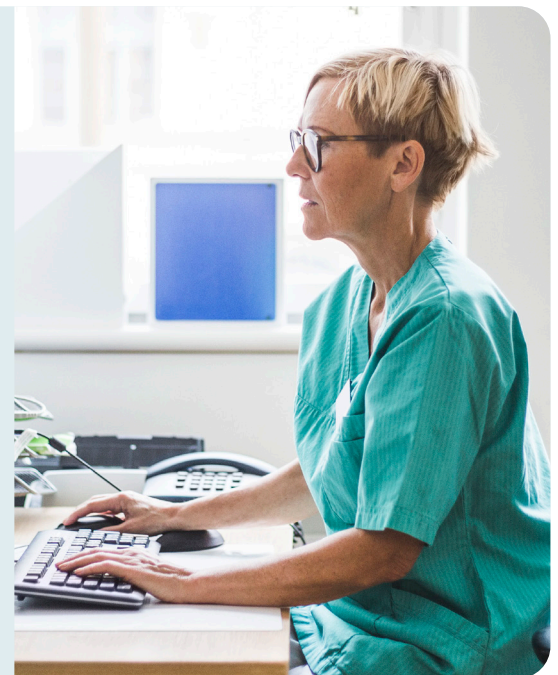
- Removed the Eastern Cooperative Oncology Group (ECOG) status as definition for performance status throughout guidelines.

As a reminder, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access the AIM **ProviderPortal**_{SM} directly.
 - Online access is available 24/7 to process orders in real time and is the fastest and most convenient way to request authorization.
- Access AIM via the **Availity*** Portal.
- Call AIM directly with provider inquiries at **800-252-2021** from 8 a.m. to 5 p.m. CT.

You may access and download a copy of the current and upcoming guidelines [here](#).

If you have questions related to the guidelines, please contact AIM via email at aim.guidelines@aimspecialtyhealth.com.



* AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup Community Care. Availity, LLC is an independent company providing administrative support services on behalf of Amerigroup Community Care.

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Policy Updates — Prior Authorization



Prior authorization updates for medications billed under the medical benefit

Effective for dates of service on and after March 1, 2022 the following medication codes billed on medical claims from current or new Clinical Criteria documents will require prior authorization.

Please note, inclusion of a National Drug Code on your medical claim is necessary and will help expedite claim processing.

Clinical Criteria	Drug	HCPCS or CPT® code(s)
ING-CC-0183	Sogroya®	J3590
ING-CC-0184	Danyelza®	J9348
ING-CC-0185	Oxlumo™	C9074, J0224
ING-CC-0186	Margenza™	J9353
ING-CC-0187	Breyanzi®	Q2054
ING-CC-0189	Amondys 45™	J1426
ING-CC-0190	Nulibry™	J3490, J3590, C9399

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Clinical Criteria	Drug	HCPCS or CPT® code(s)
ING-CC-0116	Belrapzo	J9036
ING-CC-0161	Sarclisa	J9227
ING-CC-0104	Khapzory	J0642

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Visit the [Clinical Criteria website](#) to search for the specific *Clinical Criteria* listed below.

Quality Management

Reducing the burden of medical record review and improving health outcomes with HEDIS ECDS reporting

The HEDIS® Electronic Clinical Data Systems (ECDS) reporting methodology encourages the exchange of the information needed to provide high-quality health-care services.

The ECDS Reporting Standard provides a method to collect, and report structured electronic clinical data for HEDIS quality measurement and improvement.

Benefits to providers:

- Reduced burden of medical record review for quality reporting
- Improved health outcomes and care quality due to greater insights for more specific patient-centered care

ECDS reporting is part of the National Committee for Quality Assurance's (NCQA) larger strategy to enable a Digital Quality System and is aligned with the industry's move to digital measures.

Learn more about NCQA's digital quality system and what it means to you and your practice [online](#).

ECDS measures

The first publicly reported measure using the HEDIS ECDS Reporting Standard is the Prenatal Immunization Status (PRS) measure. In 2022, NCQA will include the PRS measure in Health Plan Ratings for Medicaid and Commercial plans for measurement year 2021.

* HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

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For HEDIS measurement year 2022, the following measures can be reported using ECDS:

- Childhood Immunization Status (CIS-E)*
- Immunizations for Adolescents (IMA-E)*
- Breast Cancer Screening (BCS-E)
- Colorectal Cancer Screening (COL-E)
- Follow-Up Care for Children Prescribed ADHD Medication (ADD-E)
- Metabolic Monitoring for Children and Adolescents on Antipsychotics (APM-E)*
- Depression Screening and Follow-Up for Adolescents and Adults (DSF-E)
- Utilization of the PHQ-9 to Monitor Depression Symptoms for Adolescents and Adults (DMS-E)
- Depression Remission or Response for Adolescents and Adults (DRR-E)
- Unhealthy Alcohol Use Screening and Follow-Up (ASF-E)
- Adult Immunization Status (AIS-E)
- Prenatal Immunization Status (PRS-E) (Accreditation measure for 2021)
- Prenatal Depression Screening and Follow-Up (PND-E)
- Postpartum Depression Screening and Follow-Up (PDS-E)

* Indicates that this is the first year that the measure can be reported using ECDS

Of note, NCQA added the ECDS reporting method to three existing HEDIS measures: Breast Cancer Screening, Colorectal Cancer Screening and Follow-up Care for Children Prescribed ADHD Medication. Initially, the ECDS method will be optional which provides health plans an opportunity to try out reporting using the ECDS method before it is required to transition to ECDS only in the future.

Products and Programs — Pharmacy

Botox update for Amerigroup Community Care members

Effective January 1, 2022, CVS Specialty Pharmacy* and IngenioRx Specialty Pharmacy* will no longer distribute the brand name drug Botox,[®] but it will still be available to Amerigroup Community Care members either through buy and bill or through an available retail pharmacy.

Please note:

- This is not a change in member benefits. This is a change in the Botox vendor only.
- If the member is not using CVS Specialty Pharmacy or IngenioRx Specialty Pharmacy to obtain Botox, no action is needed.



For Botox managed under a member's medical benefit

Effective January 1, 2022, you will need to buy this drug and bill Amerigroup.

If you have questions regarding a member's medical specialty pharmacy benefits, call Provider Services at **800-454-3730**.

For Botox managed under a member's pharmacy benefit

Effective January 1, 2022, members who currently obtain Botox through IngenioRx Specialty Pharmacy using their pharmacy benefit must change to another in-network pharmacy that distributes Botox.

If you have questions regarding a member's pharmacy benefit, call Pharmacy Member Services at **833-205-6003**.

** CVS is an independent company providing pharmacy services on behalf of Amerigroup Community Care. IngenioRx, Inc. is an independent company providing pharmacy benefit management services on behalf of Amerigroup Community Care.*

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