

Provider Newsletter



An Anthem Company

<https://providers.amerigroup.com/MD>

January 2021



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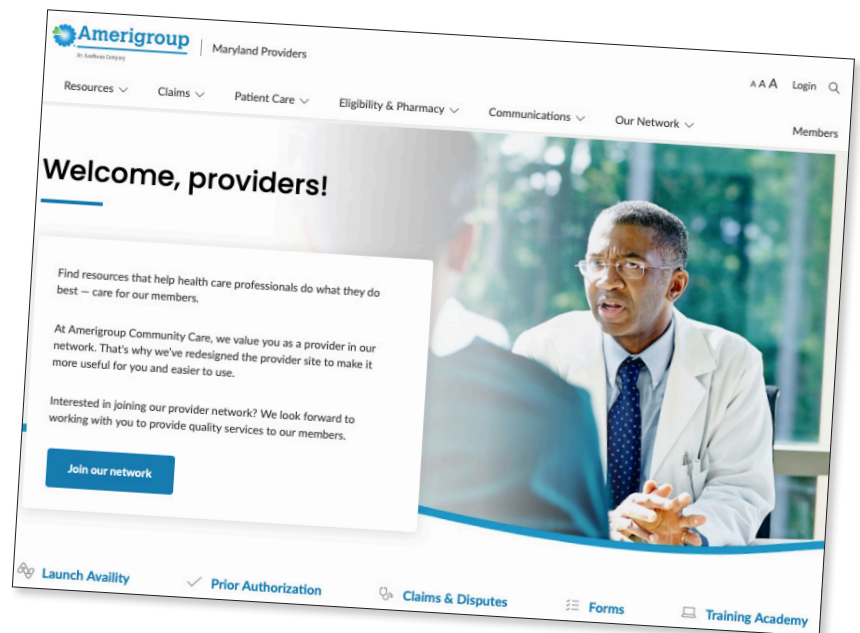
Our all-new provider site is here!

At Amerigroup Community Care, we value you as a provider in our network. That's why we've redesigned the **provider website** to make it more useful for you.

Amerigroup conducted an extensive research project in 2018 and 2019 to redefine our provider website experience. We engaged physicians, clinical team members and office/administration in multiple research activities including:

- Interviews and surveys.
- Card sorting and topical content exercises.
- Usability and user testing.
- Focus groups.

Based on the feedback we received, we have reorganized the site in a way that makes sense to providers and their teams.



Features of the new site:

- **Navigation:** Our new design simplifies how you navigate to the information you need most.
- **User-friendly design:** You now have access to a provider site that streamlines your work, keeps you up to date more than ever before and provides critical information.
- **Secure portal:** Easy access and support to the secure portal (Availity).*
- **Provider Training Academy:** The Provider Training Academy is the hub of all your training needs. You can find resources, training schedules and much more. We are adding self-paced educational videos and tools all the time, so please check back often.

If you have questions or would like to see an overview of our **new provider website**, please reach out to your Provider Relations representative.

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

MD-NL-0340-20

Medical drug *Clinical Criteria* updates

August 2020 update

On August 21, 2020, the Pharmacy and Therapeutics (P&T) Committee approved *Clinical Criteria* applicable to the medical drug benefit for Amerigroup Community Care. These policies were developed, revised or reviewed to support clinical coding edits.

Effective dates are reflected in the [Clinical Criteria Web Posting August 2020](#).

MD-NL-0361-20

The *Clinical Criteria* is publicly available on our provider website. Visit [Clinical Criteria](#) to search for specific policies.

Please submit your questions to [email](#).

Updates to AIM Specialty Health *Clinical Appropriateness Guidelines for Imaging*

Several updates will apply to the AIM Specialty Health®* *Clinical Appropriateness Guidelines for Advanced Imaging* for claims with dates of service on and after March 14, 2021.



[Read more online.](#)

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

MD-NL-0358-20

New specialty pharmacy medical step therapy requirements

Effective for dates of service on and after January 1, 2021, the following specialty pharmacy drugs and corresponding codes from current *Clinical Criteria* will be included in our medical step therapy precertification review process. Step therapy review will apply upon precertification initiation or renewal in addition to the current medical necessity review of all drugs noted below.

The *Clinical Criteria* below will be updated to include the requirement of a preferred agent effective January 1, 2021.

<i>Clinical criteria</i>	Preferred drug	Nonpreferred drug
ING-CC-0062	Avsola (J3590, Q5121)	Remicade (J1745), Inflectra (Q5103), Renflexis (Q5104)

Clinical Criteria is publicly available on our [provider website](#).

MD-NL-0374-20



2020 Quality Improvement Program Survey results

Member satisfaction survey results (CAHPS®)

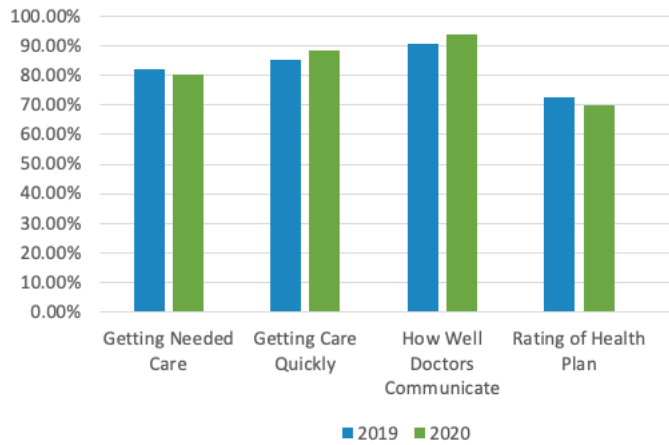
Quality continues to be the Amerigroup Community Care top priority to ensure that members receive excellent service and quality care. Each year, Amerigroup, in partnership with the State of Maryland, reaches out to members and providers to get valuable feedback, which helps identify areas in need of improvement for our quality health care services. We are proud to share our results and our ongoing efforts to enhance services and incorporate feedback given by members and providers.

The COVID-19 pandemic has impacted our response rates for our satisfaction surveys. As a result, new protocols were established to allow the appropriate data to be collected. We value the feedback provided from members and providers and strive to continuously improve our health plan.

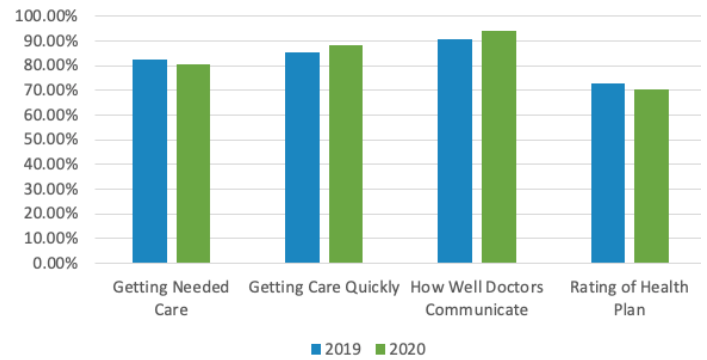
Member satisfaction composite results

Based on complaints, appeals and the results of the annual Consumer Assessment of Healthcare Providers and Systems (CAHPS) surveys for children and adults, the graphs below show how members scored on four composite measures.

Child CAHPS 2019-2020 result comparison



Adult CAHPS 2019-2020 results comparison



Note: If the rate denominator is less than 100, NCQA assigns a measure of NA. Customer service is NA.

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

MD-NL-0371-20

Medical Policies and Clinical Utilization Management Guidelines update

The *Medical Policies, Clinical Utilization Management (UM) Guidelines* and *Third-Party Criteria* below were developed and/or revised to support clinical coding edits. Note, several policies and guidelines were revised to provide clarification only and are not included. Existing precertification requirements have not changed.

To view a guideline, visit https://medicalpolicies.amerigroup.com/am_search.html.

Updates

Updates marked with an asterisk (*) denote that the criteria may be perceived as more restrictive.

- MED.00134 — Non-invasive Heart Failure and Arrhythmia Management and Monitoring System:
 - Revised Investigational and Not Medically Necessary indications
- SURG.00156 — Implanted Artificial Iris Devices:
 - Revised Investigational and Not Medically Necessary indications
- SURG.00157 — Minimally Invasive Treatment of the Posterior Nasal Nerve to Treat Rhinitis:
 - Revised Investigational and Not Medically Necessary indications
- CG-DME-07 — Augmentative and Alternative Communication (AAC) Devices with Digitized or Synthesized Speech Output:
 - Revised Medically Necessary and Not Medically Necessary indications
- GENE.00052 — Whole Genome Sequencing, Whole Exome Sequencing, Gene Panels, and Molecular Profiling:
 - Revised Medically Necessary indications
- SURG.00077 — Uterine Fibroid Ablation: Laparoscopic, Percutaneous or Transcervical Image Guided Techniques:
 - Expanded scope and revised Investigational and Not Medically Necessary indications
- SURG.00112 — Implantation of Occipital, Supraorbital or Trigeminal Nerve Stimulation Devices (and Related Procedures):
 - Revised scope and Investigational and Not Medically Necessary indications
- CG-REHAB-12 — Rehabilitative and Habilitative Services in the Home Setting: Physical Medicine/Physical Therapy, Occupational Therapy and Speech-Language Pathology:

- A new Clinical UM Guideline was created from content contained in CG-REHAB-04, CG-REHAB-05 and CG-REHAB-06.
- There are no changes to the guideline content.
- Publish date is scheduled for December 8, 2020.
- The following AIM Specialty Health[®] (AIM)** *Clinical Appropriateness Guidelines* have been revised and will be effective on December 21, 2020. To view AIM guidelines, visit the AIM [page](#):
 - Interventional Pain Management (See August 16, 2020, version.)*
 - Chest Imaging (See August 16, 2020, version.)*
 - Oncologic Imaging (See August 16, 2020, version.)*
 - Sleep Clinical Guidelines (See August 16, 2020, version.)*

Medical Policies

On August 13, 2020, the Medical Policy and Technology Assessment Committee (MPTAC) approved several *Medical Policies* applicable to Amerigroup Community Care. These guidelines take effect December 21, 2020.

Clinical UM Guidelines

On August 13, 2020, the MPTAC approved several *Clinical UM Guidelines* applicable to Amerigroup. These guidelines were adopted by the medical operations committee for HealthChoice members on September 24, 2020. These guidelines take effect December 21, 2020.



Read more online.

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

MD-NL-0362-20