



## **INFORMATIONAL LETTER NO. 2544-MC-FFS**

**DATE:** December 29, 2023

**TO:** Iowa Medicaid Behavioral Health (BH) Service Providers

**APPLIES TO:** Managed Care (MC), Fee-for-Service (FFS)

**FROM:** Iowa Department of Health and Human Services (HHS), Iowa Medicaid

**RE:** Crisis and Subacute Service Prior Authorization (PA) Information

**EFFECTIVE:** December 1, 2023

The managed care organizations (MCOs) have aligned their policies and procedures on crisis stabilization and subacute services. Each MCO will be allowing for five pass-through days for crisis stabilization and five pass-through days for subacute services.

After a request for crisis or subacute services is received, the MCOs will process the request within three calendar days per the National Committee for Quality Assurance (NCQA) definition of urgent request. The MCOs request that providers indicate on the Universal Prior Authorization (PA) form that they are submitting a “standard” request and refrain from marking the request as “urgent” as these services will already be processed per that NCQA definition.

Each MCOs online request system reflects the questions on the Universal PA form and include optional fields.

For further information or assistance with utilizing the MCOs online request system, each MCO has the following resources:

### **Amerigroup Iowa, Inc.:**

- [Interactive Care Reviewer Presentation<sup>1</sup>](https://provider.amerigroup.com/docs/gpp/IA_CAID_PF_BH_ICR_TrainingPresentation.pdf?v=202206231634)
- [Iowa Medicaid Crisis Stabilization Utilization Management Guideline<sup>2</sup>](https://provider.amerigroup.com/docs/gpp/IA_CAID_PF_CrisisStabilizationUMGuidelines.pdf?v=202206231633)

<sup>1</sup> [https://provider.amerigroup.com/docs/gpp/IA\\_CAID\\_PF\\_BH\\_ICR\\_TrainingPresentation.pdf?v=202206231634](https://provider.amerigroup.com/docs/gpp/IA_CAID_PF_BH_ICR_TrainingPresentation.pdf?v=202206231634)

<sup>2</sup> [https://provider.amerigroup.com/docs/gpp/IA\\_CAID\\_PF\\_CrisisStabilizationUMGuidelines.pdf?v=202206231633](https://provider.amerigroup.com/docs/gpp/IA_CAID_PF_CrisisStabilizationUMGuidelines.pdf?v=202206231633)

**Iowa Total Care:**

- [Provider Trainings & Webinars<sup>3</sup>](#)

**Molina Healthcare of Iowa:**

- [Molina PA Lookup Tool<sup>4</sup>](#)

Providers may also contact their Provider Relations Representative as well:

**Amerigroup Iowa, Inc.:**

- Email: [ProvidersolutionsIA@amerigroup.com](mailto:ProvidersolutionsIA@amerigroup.com)
- [Provider Relations Map<sup>5</sup>](#)

**Iowa Total Care:**

- Email: [Providerrelations@IowaTotalCare.com](mailto:Providerrelations@IowaTotalCare.com)
- [Provider Relations Map<sup>6</sup>](#)

**Molina Healthcare of Iowa:**

- Email: [IAProviderRelations@molinahealthcare.com](mailto:IAProviderRelations@molinahealthcare.com)
- [Molina Provider Relations Map<sup>7</sup>](#)

If you have questions, please contact Iowa Medicaid Provider Services or the appropriate MCO:

**Iowa Medicaid Provider Services:**

- Phone: 1-800-338-7909
- Email: [imeproviderservices@dhs.state.ia.us](mailto:imeproviderservices@dhs.state.ia.us)

**Amerigroup Iowa, Inc.:**

- Phone: 1-800-454-3730
- Email: [ProvidersolutionsIA@amerigroup.com](mailto:ProvidersolutionsIA@amerigroup.com)
- Website: <https://providers.amerigroup.com/ia>

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<sup>3</sup> <https://www.iowatotalcare.com/providers/provider-training.html>

<sup>4</sup> <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>

<sup>5</sup> [https://provider.amerigroup.com/docs/gpp/IA\\_CAID\\_ProviderAccountManagementStateRepresentativeMap.pdf?v=202309282024](https://provider.amerigroup.com/docs/gpp/IA_CAID_ProviderAccountManagementStateRepresentativeMap.pdf?v=202309282024)

<sup>6</sup> <https://www.iowatotalcare.com/territory-maps.html>

<sup>7</sup> <https://www.molinahealthcare.com/providers/ia/medicaid/resources/contact.aspx>

**Iowa Total Care:**

- Phone: 1-833-404-1061
- Email: [providerrelations@iowatotalcare.com](mailto:providerrelations@iowatotalcare.com)
- Website: <https://www.iowatotalcare.com>

**Molina Healthcare of Iowa:**

- Phone: 1-844-236-1464
- Email: [iaproviderrelations@molinahealthcare.com](mailto:iaproviderrelations@molinahealthcare.com)
- Website: <https://www.molinahealthcare.com/providers/ia/medicaid/home.aspx>
- Provider portal: <https://www.availity.com/molinahealthcare>