January 28th, 2019

**Elderly Waiver Providers - Service Agreement Information/Training**

This provides you with information on how to view and print your Service Agreement information.

1) **Existing Service Agreements that remain in effect January 1, 2019.** These agreements will be rolling over from Bridgeview. You will need to follow the steps below:

   a. Go to Bridgeview Provider Service Agreement portal to view and print your existing 2019 Service Agreement. *This Service Agreement will have your negotiated rate and narrative if applicable.*

   b. Go to Availity and login to Interactive Care Reviewer (ICR) to view and print your new 2019 Amerigroup Authorization (Authorization detail). *This Authorization detail will include your new Reference ID # (Service Agreement #) and new Member Subscriber ID #.*

   c. The detail can be found on the Case Overview screen within ICR. You would choose and click the arrow by the “**Service Details**”.

   d. **“Letter Summary” is not an option** for the Service Agreements transferred from the Bridgeview system. *Providers have until February 28th to go into Bridgeview and print out their existing Service Agreement letters for their records.*

   e. These two documents will provide you with the appropriate information to submit your elderly waiver claims to Amerigroup.
2) New Service Agreements starting on or after 1/1/2019 generated in the Amerigroup System.
   a. The attached training deck and upcoming webinar listed below help explain the NEW Process starting 2019 for these new agreements.

Additional Authorization Lookup Examples:

Example 1:
If the Service Agreement is beginning dates of service 1/1/2019 – 6/30/2019 only enter 01/01/2019 to Service End Date 01/15/2019. Cannot enter more than 30 days of services when submitting search request. If there is an effective waiver for 1/1/2019 it will come up in the search.

Example 2:
When entering an UMPI ID, provider ID must be entered using Capital Letters. Lowercase letters will not bring back search results.

Example 3:
Elderly Waiver should select Group/Facility for their Provider Type.
Claims Submission Note: When submitting a claim in Availity, you will need:

1) The new member ID (With letter prefix)
2) The new Amerigroup Authorization#
   a. # given to the approved service agreement transferred from Bridgeview system –
      This is listed within the service detail in ICR, see instructions above.
   b. # given to new service agreements effective 1/1/2019 authorized within ICR. – Will
      be included in the Service Agreement letter when printed out of ICR, see
      instructions in attached ICR Training.
3) The service agreement details, such as service code (with modifier or not), narrative, or
   any other instructions added to the service agreement by the care coordinator, will be
   listed:
   a. On the Bridgeview service agreement for service agreements that crossed over
      from the Bridgeview System
   b. On the new Service Agreement within the ICR tool for newly approved service
      agreements effective 1/1/2019 and after.

Additional Training Items
Below is additional information to assist you in looking up service agreements within the new
Amerigroup Tool (ICR) Interactive Care Reviewer. This tool is available to all providers within the
Availity portal the Applications section of the new Amerigroup Elderly Waiver Payer ID.

A recorded live webinar is now available for Elderly Waiver Providers within the Availity Learning
center.

Title: Availity Overview for BCBSMN Blue Plus Medicaid Waiver Providers– On-Demand

Providers can use a variety of keywords to find the training demo in the ALC: BCBSMN, Medicaid
Waiver, claims, claim submission, ERA enrollment, express entry, interactive care reviewer, ICR,
or service agreement.

If you want to provide instructions for searching for courses in the Availity Learning Center, you
can share the instructions below.
To access the Availity Claim Submission and Follow-up Training for BCBSMN Blue Plus Medicaid Waiver Providers—Training Demo in the Availity Learning Center, take the following steps:

1. Log in to the Availity Portal (for login assistance please contact, 1-800-282-4548 or your Availity administrator).
2. Click Help & Training | Get Trained in the top navigation bar. The Availity Learning Center (ALC) displays in a separate tab/window.
3. For on-demand courses, search by keyword such as BCBSMN, Medicaid Waiver, etc..
4. Click the name of the training demo.
5. Once the course information page displays, click Enroll at the top right of the screen.
6. Click Yes to confirm enrollment.
7. The training demo will be added to your dashboard. To view the demo, click Start.

Additionally, for service agreements submitted and approved under the new Amerigroup process, an additional Quick ICR training deck has been published to the new Elderly Waiver Provider page.

The Training can be found by going to: https://www.bluecrossmn.com/search?keywords=elderly+waiver

Go to Training and service agreements access “Reference Guide for Accessing Service Agreements in Interactive Care Reviewer (ICR) (PDF)”

Please feel free to reach out if you have any additional questions via Provider Services 866-518-8448, or the elderly waiver provider email address at: EWProviders@amerigroup.com.