



AIM Pre-Authorization Programs *BCBS Nebraska Medicare Advantage*

12/28/2018

Request process



Prospective process ensures payment for service rendered by servicing provider, increasing patient and provider satisfaction

Prospective process is easier and more efficient as ordering prescriber has information needed for clinical review process

If necessary, retrospective requests will be considered

Clinical review workflow

Standard pre-service clinical review steps

1 Case intake

Member demographics
Requesting provider and facility demographics
Clinical case information

2 Case adjudication

Clinical appropriateness adjudication against CMS NCS/LCD criteria
Clinical appropriateness adjudication AIM Clinical Guidelines

3 Education and intervention

Messaging on appropriateness of request and link to guidelines
Peer-to-peer discussion if previous adjudication indicated that case is inappropriate

4 Case closure

Document final review outcome
Messaging of final review outcome to provider
Denial and approval letter generation
Extract case information to health plan

5 Additional review options

1st level provider and member appeals managed by the health plan

Services requiring preauthorization

Included modalities in the program

High Tech Radiology & Cardiac Imaging

- Computed tomography (CT), including CTA
- Magnetic resonance imaging (MRI), including MRA, MRS, MRM, fMRI
- Nuclear Cardiology
- Positron emission tomography (PET)
- Stress Echocardiology (SE)
- Resting Transthoracic Echocardiology (TTE)
- Transesophageal Echocardiology (TEE)

Radiation Therapy

- Intensity Modulated Radiotherapy (IMRT)
- Stereotactic Radiosurgery (SRS)
- Stereotactic Body Radiation Therapy (SBRT)
- Brachytherapy
- 2D/3D Conformal (EBRT)
- Proton Beam Therapy
- Image Guided Radiation Therapy (IGRT)
- Fractionation in radiotherapy for whole breast, non-small cell lung cancer, and bone metastases*
- Associated codes including special treatment procedure and physics consult codes*

* *Utilization review only*

Interventional Pain Management

- Epidural Injections (Interlaminar/Caudal and Transforaminal)
- Facet Joint Injections/ Medial Branch Blocks
- Facet Joint Radiofrequency Nerve Ablation
- Implanted Spinal Cord Stimulators
- Regional Sympathetic Blocks
- Sacroiliac Joint Injections

Program start date



Contact Center and *ProviderPortal* opens



Program go-live

Contact center and *ProviderPortal* will be available beginning on August 27, 2018 for preauthorization requests with dates of service rendered on or after September 1, 2018

How long is a case valid?



High Tech Imaging

ORDER NUMBER EXPIRES:

60

BUSINESS DAYS

from the date the case was closed
(unless otherwise required by law)



Radiation Therapy

ORDER NUMBER EXPIRES:

90

BUSINESS DAYS

from the date the case was closed
(unless otherwise required by law)



Interventional Pain

ORDER NUMBER EXPIRES:

10

BUSINESS DAYS

from the date the case was closed
(unless otherwise required by law)

Submitting an order request



ProviderPortal

Register at www.providerportal.com

Available 24 hours/day, 7 days/week
(except for maintenance on Sundays from 12-6 p.m. CST)

ProviderPortal Support Team can be reached through the below toll free number

AIM Clinical Guidelines available on **ProviderPortal**



**AIM Contact
Center**

Dedicated toll-free number: 1-866-745-3265

Contact center hours: Monday – Friday 8:00 a.m. – 5:00 p.m. CT*

Voice mail received after business hours will be responded to the next business day

* AIM call center is closed on the following holidays: Thanksgiving Day, Day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day.

Case closure rules



Case turn around times

AIM closes most cases within 24 hours but guarantees clinical review within 10 calendar days for non-urgent requests

CASE

Non-urgent Medicare Advantage

Expedited Medicare Advantage

Shall close within 10 calendar days

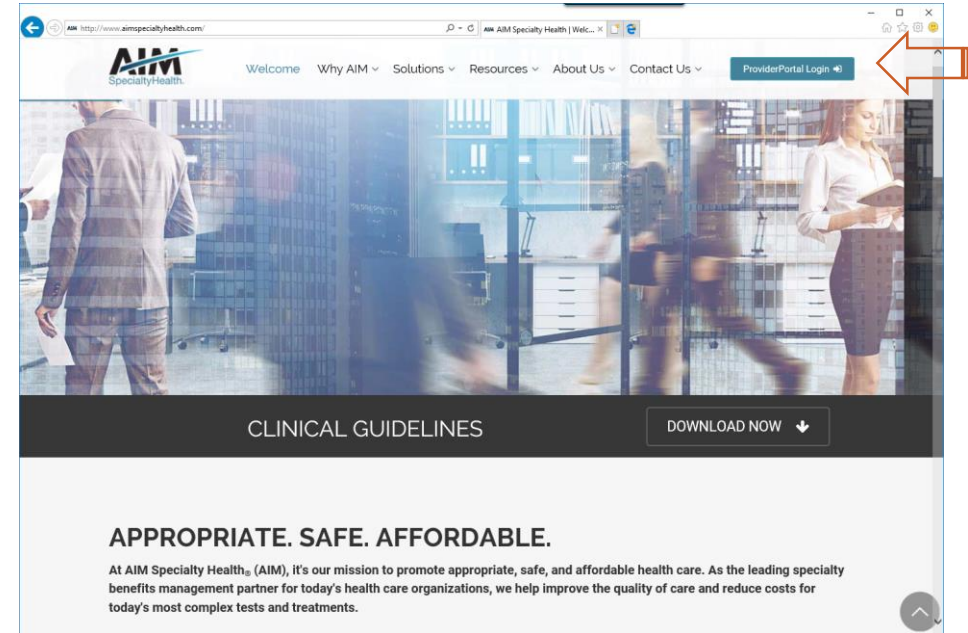
Shall close within 48 hours of the request

ProviderPortal Registration

ProviderPortal Access and Registration

The screenshot shows the AIM Specialty Health ProviderPortal login interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The main content area is titled "User Login" and contains a form with the following elements: a "USERNAME" field with a placeholder "Username", a "PASSWORD" field with a placeholder "Password", a "Remember Me" checkbox, a "Don't have an account?" link, a green "Login" button, and a "Register" button. Below the form, there is a version number "Version 1.2.0-s0000196" and a "System Requirements" link. A maintenance notice states: "The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance." At the bottom, there is a support contact link: "If you need assistance, please [Click Here](#) or contact the ProviderPortal™ Support Team at (800) 252-2021."

<https://www.ProviderPortal.com>



<http://www.aimspecialtyhealth.com>

ProviderPortal Registration

To register as a new user, select Register from the ProviderPortal home page

To register as a new user, you will enter:

User Information

<https://www.ProviderPortal.com>

ProviderPortal Registration

AIM Specialty Health | **ProviderPortal**

Register

Contact Web Customer Service
AIM Specialty Health
(800) 252-2021

1. User Details

FIRST NAME LAST NAME

ORGANIZATION NAME

ADDRESS 1

ADDRESS 2 (optional)

CITY STATE ZIP CODE

EMAIL ADDRESS

PHONE EXT (optional) FAX

USER ROLE

- Select
- Ordering Provider
- Servicing Provider
- Health Plan Representative
- Health Plan Operations
- Genetic Counselor

Enter your User Information

Select the appropriate User Role

Ordering Provider

Servicing Provider

ProviderPortal Registration

2. Login Information

USERNAME ⓘ

PASSWORD ⓘ

- ✓ Between 8 and 15 characters long
- ✓ At least one uppercase letter
- ✓ At least one lowercase letter
- ✓ At least one number (0-9)
- ✓ Cannot contain spaces, single quotes, or double quotes
- ✓ Cannot be the same as Username

CONFIRM PASSWORD

SECURITY QUESTION 1 ⓘ

ANSWER

SECURITY QUESTION 2 ⓘ

ANSWER

SECURITY QUESTION 3 ⓘ

Enter your Login Information

ProviderPortal Registration

3. Health Plan Details

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

PROVIDER IDENTIFIER ⓘ

Select

4. Terms of Service

I Agree to the [Terms of Service](#)

Next

Cancel

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- Enter your provider identifier:
 - Tax ID (TIN)
 - Group TIN
 - NPI
 - Group NPI
 - Provider ID
- Select **TBD** from the client drop down
- Review and Agree to the Terms of Service
- Select Next

Your registration information will be reviewed by an AIM staff member and upon validation, you will receive an email with access information

Reminders

1

Come to AIM for preauthorization requests

High Tech Radiology
Radiation Oncology
Interventional Pain Management

2

How to check eligibility and benefits

Call Customer Service # on the back of the member's ID card

3

Submitting preauthorization via *ProviderPortal*

Submit on a real time basis eliminating the need to call AIM; 24/7/365

4

Facility location changes

Preauthorizations are location specific, so make sure to update the authorization if the location changes within the same site or service setting

5

What if the valid timeframe has expired?

Contact AIM and reference the preauthorization ID