



BlueCross BlueShield
of Texas



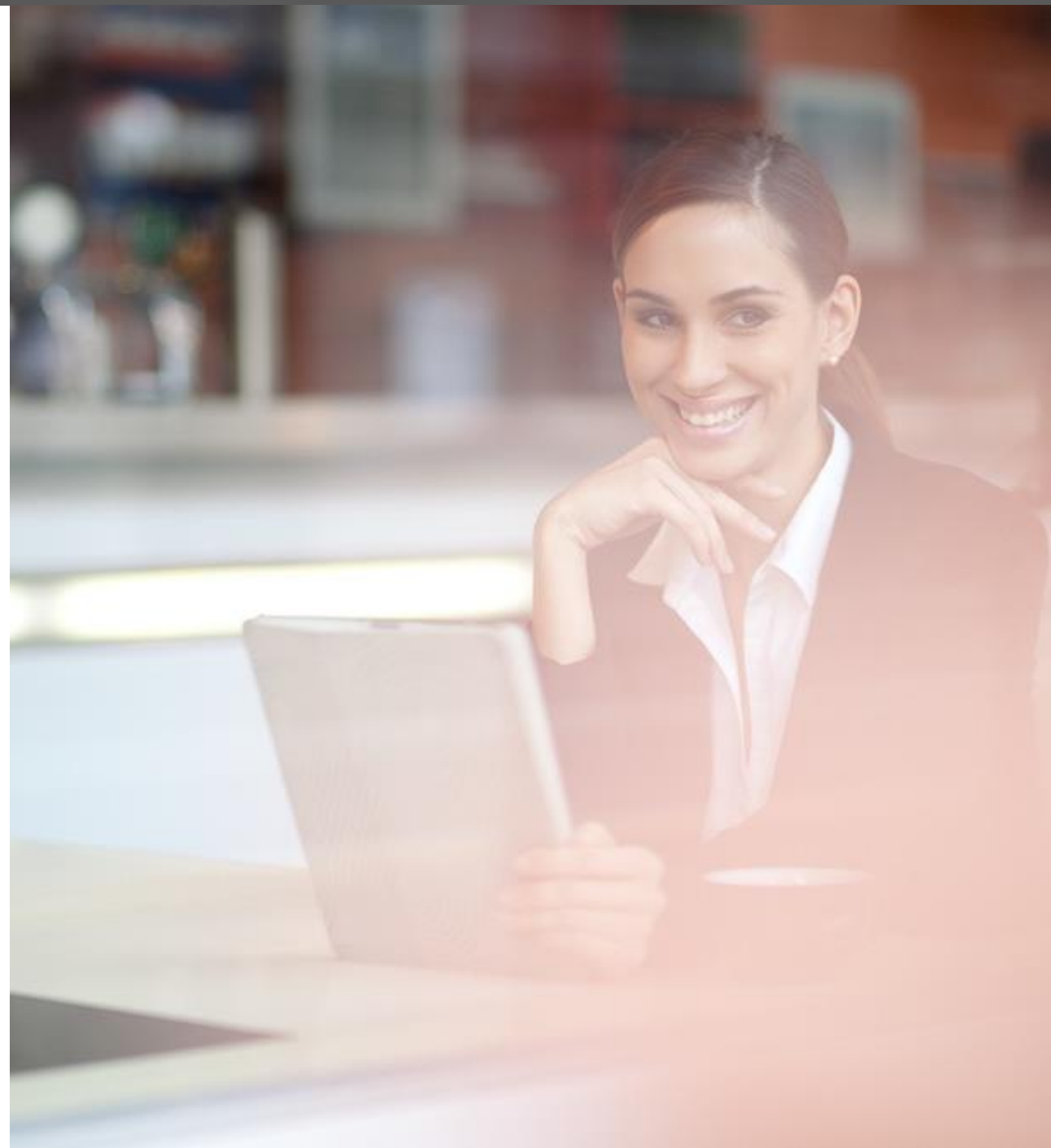
BCBSTX/AIM Provider Training for Participants with Three- Character Prefixes of T2U & T2S

- Advanced Imaging
- Cardiology
- Sleep
- Joint and Spine Surgery
- Pain Management
- Genetic Testing
- Radiation Therapy

¹ August 2020

Agenda

- Overview: AIM RQI vs. AIM Prior Authorizations
- AIM prior authorization program details
- AIM process efficiency gains
- AIM resources for your providers
- AIM **Provider**PortalSM overview





AIM Specialty Health® and Blue Cross and Blue Shield of Texas (BCBSTX) Program Overview for Participants with Three-Character Prefixes of T2U & T2S

AIM Prior Authorization

AIM Specialty Health[®] (AIM) to Perform Utilization Management

What you need to know: On Sept 1, 2020 we will be using AIM Specialty Health to process prior authorization and post review support for some members on our Blue Choice PPOSM and Blue EssentialsSM networks.

You will be able to identify the impacted members by the three-character prefixes: (T2U and T2S) on the member's ID card.

Dig deeper: Currently, AIM handles a prenotification Radiology Quality Initiative Program for our Blue Choice PPO plans and has a high satisfaction rating with providers. The new agreement would expand AIM's capabilities by providing required prior authorization review and approvals for select services for some members using the Blue Choice PPO and Blue Essentials networks.

Select outpatient procedures that may require prior authorization through AIM include:

- Advanced Imaging
- Cardiology
- Sleep Medicine
- Pain Management
- Joint and Spine Surgery
- Radiation Therapy
- Genetic Testing

We'll share more information about prior authorization requirements with AIM as we get closer to Sept. 1. Additionally, please check [News and Updates](#) and our [Blue Review](#) newsletter for training opportunities with AIM and updated details.

BCBSTX – AIM Program Scope

Program	Members and Program Dates
1. AIM Radiology Quality Initiative (RQI)	No changes to current program
2. AIM Prior Authorization program for: - Advanced Imaging - Cardiology - Sleep Medicine - Joint and Spine Surgery - Pain Management - Genetic Testing Services - Radiation Therapy	NEW as of 9/1/2020: - Participants with three-character prefixes of T2U & T2S (Group # 3850X –last digit varies by plan) who are under 65 active employees - About 479,000 participants

Mirroring existing BCBSTX procedures and CPT codes

ADVANCED IMAGING & CARDIOLOGY	SLEEP MEDICINE	JOINT AND SPINE SURGERY & PAIN MGMT	GENETIC TESTING	RADIATION THERAPY
Radiology: CT, CTA MRI, MRA, MRS, MRM, fMRI Nuclear Imaging (PET, SPECT)	Home Sleep Test (HST) In-lab Sleep Study, Polysomnography (PSG) Multiple Sleep Latency Testing (MSLT) Maintenance of Wakefulness Testing (MWT) Titration Study Initial treatment orders and supplies (APAP, CPAP, BPAP) Ongoing treatment orders and supplies (APAP, CPAP, BPAP) Oral Appliances	Interventional Pain Management Spine Surgery* Joint Surgery*	Reproductive carrier screening Prenatal testing Preimplantation Genetic Diagnosis/Screening (PGD/PGS) Rare disease testing Whole exome/genome sequencing Hereditary cancer testing Tumor markers Hereditary cardiac testing Neurogenetic and neuromuscular testing Pharmacogenomics and thrombophilia testing Susceptibility testing for common diseases Transplant testing	Intensity Modulated Radiotherapy (IMRT) Stereotactic Radiosurgery (SRS) Stereotactic Body Radiation Therapy (SBRT) Brachytherapy 2D/3D Conformal (EBRT) Proton Beam Therapy Interoperative Radiotherapy (IORT) Image Guided Radiation Therapy (IGRT) Neutron Therapy Hyperthermia Electronic Brachytherapy-Skin Radiopharmaceuticals (Zevalin, Xofigo, Lutethera, Azedra, Sodium Iodide 131)

***NOTE:** For all joint and spine surgery prior authorizations, providers will contact AIM first for medical necessity determination, then contact BCBSTX for final determination of length of stay & the level of care.

1

<https://aimspecialtyhealth.com/resources/clinical-guidelines/>

2



Appropriate Safe Affordable
© 2019 AIM Specialty Health
2017-0220

AIM Prior Authorization services bring improvements in provider efficiencies

AIM services

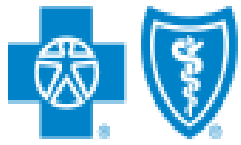
- **AIM *Provider*Portal** and Call Center used to submit requests
- Non-urgent prospective (15 calendar days)
- Urgent prospective (72 Hours)
- Standard 1st Level Appeal – (30 calendar days)
- Expedited 1st level Appeal – (72 hours upon receipt)
- Post Service Medical Necessity Reviews (PSMNR) – See slide 10

Clinical review

- Same CPT codes reviewed as in the current programs
- Medical necessity reviews are based on AIM Clinical Guidelines 

Efficiency gains

- Provider self service via ***Provider*Portal**
- 80% ***Provider*Portal** intake
- Reconsiderations before a 1st level provider appeal
- Medical records not necessary, unless requested by AIM
- No administrative denials for lack of information
- Manual member and provider adds available via AIM



BlueCross BlueShield
of Texas

Transition of Care for members

Question: What should providers do for AIM outpatient services scheduled on or after Sept. 1, 2020?

- Providers should contact AIM for any outpatient services requiring prior authorization through AIM for participants with three-character prefixes **T2U** & **T2S**.
- Providers can start calling AIM on **Aug. 17, 2020** for services on or after Sept. 1, 2020 for participants with three-character prefixes **T2U** & **T2S**

Question: Do providers have to contact AIM if they obtained prior authorization for these AIM outpatient services from the patient's prior insurance company for services on or after Sept. 1, 2020?

- Prior Authorization for these AIM outpatient services were not required for participants with the three-character prefixes **T2U** & **T2S** before Sept. 1, 2020. Contact AIM for outpatient services requiring AIM prior authorization for these participants for services rendered Sept. 1, 2020 or after.
- AIM has MDs available for peer-to-peer consultations, if necessary, to ensure treatment is not delayed.





BlueCross BlueShield
of Texas

The priority is to drive Prior Authorizations pre-service to increase review efficiencies, decision speed and ultimately reduce Post Service Medical Reviews (PSMNR):

Current PSMNR make up
about 40% of total UM cases



AIM process will help reduce
PSMNR review

How will AIM Prior Authorizations help?

- Providers should contact AIM prior to rendering services on or after Sept. 1, 2020.
- AIM **ProviderPortal** offers self-service, smart clinical algorithms and in many instances real-time determinations.
- AIM provides transparent feedback on the initial review before it transfers to clinical resources.
- Providers can check prior authorization status on the AIM **ProviderPortal**.
- AIM MDs are available for peer-to-peer conversations at any time during call center hours.
- Peer-to-peer (reconsiderations within 10 business days of the initial decision) reduce need for appeals.
- Pre-service requests will increase payment certainty for providers.
- Pre-service reviews have faster decision turnaround times than post service reviews.



Post Service Medical Necessity Reviews through AIM

AIM PSMNR process

- Post service reviews should be submitted directly to AIM via ***ProviderPortal***
- AIM ***ProviderPortal*** offers self-service, smart clinical algorithms and in many instances real-time determinations
- Submitting PSMNR directly to AIM will allow providers to check status of the request in real-time on the ***ProviderPortal***
- Providers should not send medical records to BCBSTX for an AIM PSMNR
- Targeted medical records are only required for selected modalities upon request by AIM



BlueCross BlueShield
of Texas

ProviderPortal and call center availability and access



ProviderPortal

- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- ***ProviderPortal*** support team: **(800) 252-2021**
- Provider can access the ***ProviderPortal*** directly at www.providerportal.com or Availity® will provide link to the AIM portal.
 - First time users need to complete one-time registration for all care categories.
 - Existing users **do not have to re-register**.
 - AIM clinical guidelines available on [*ProviderPortal*](#) and [AIM website](#)



AIM contact center

- Dedicated toll-free number: **(800) 859-5299**
- Contact center hours:
 - Mon-Fri 6 a.m.- 6 p.m. CST
 - Weekends and holidays 9 a.m.-12 p.m. CST
- Voicemail messages received after business hours will be responded to the next business day

©2020 AIM Specialty Health® All rights reserved

Availity is a trademark of Availity, LLC, a separate company that operates a health information network to provide electronic information exchange services to medical professionals. Availity provides administrative services to BCBSTX. BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity. If you have any questions about the products or services provided by such vendors, you should contact the vendor(s) directly.

* AIM's holidays: Thanksgiving Day, the day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day.





*AIM & BCBSTX have a member and provider data reconciliation process to **avoid missing data** by adding validation checks and error notifications and creating data dashboard with record counts.*

Provider data

1

BCBSTX provider files are sent to AIM weekly

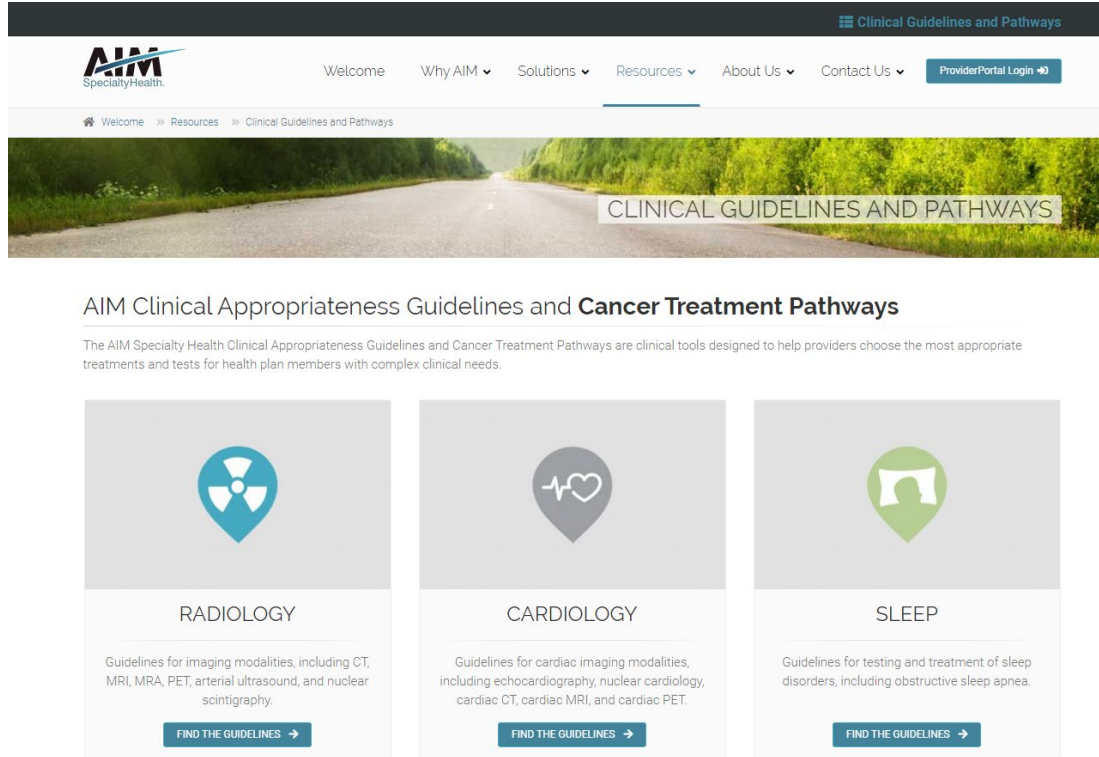
2

ProviderPortal will display in-network providers before showing out-of-network providers

3

In case an in-network provider can't be found or is showing out-of-network, contact your [Network Management Representative](#)

Resources



Providers can visit AIM website for:

- › Clinical appropriateness guidelines



<https://aimspecialtyhealth.com/resources/clinical-guidelines/>

Providers can find additional information on the **ProviderPortal**:

- › Tutorials on how to enter an order request
- › List of CPT codes for certain solutions
- › **ProviderPortal** support team: (800) 252-2021



<https://providerportal.com/>

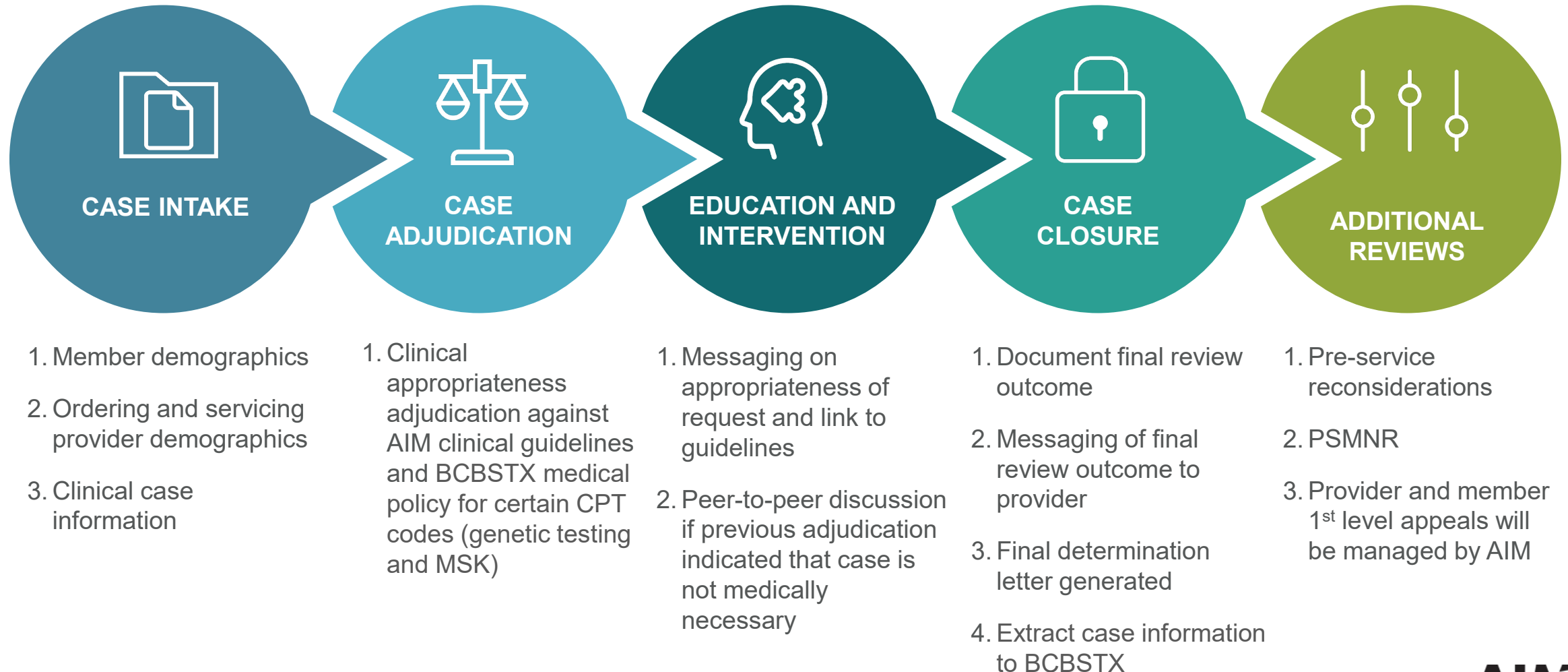


***ProviderPortal* Order Request Demonstration** (example of the AIM Advanced Imaging solution)

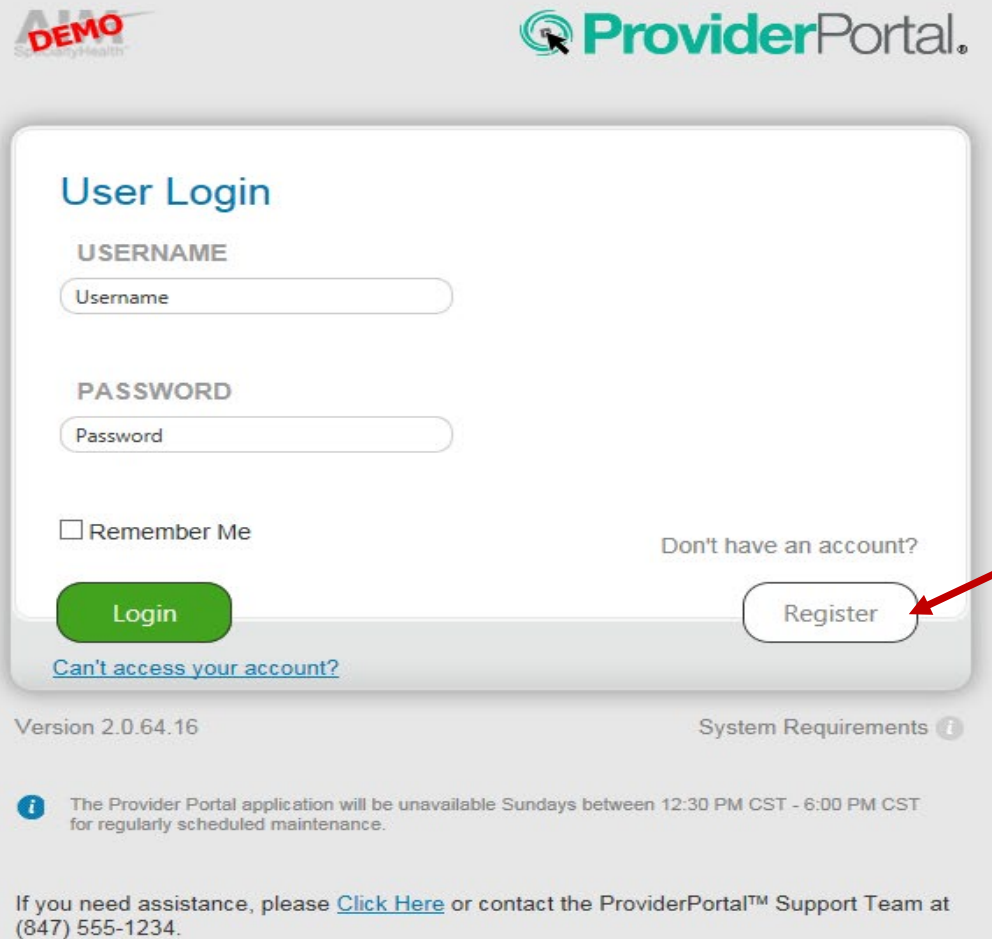
NOTE: Actual member and provider data will not be used in this presentation



Clinical review workflow



ProviderPortal Login and Registration



The screenshot shows the AIM Specialty Health ProviderPortal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. To its right is the 'ProviderPortal' logo with a green circular icon. The main content area is a white box titled 'User Login'. It contains two input fields: 'USERNAME' with a placeholder 'Username' and 'PASSWORD' with a placeholder 'Password'. Below these is a checkbox labeled 'Remember Me'. To the right of the checkbox is a link 'Don't have an account?'. At the bottom left of the box is a green 'Login' button. At the bottom right is a white 'Register' button with a red arrow pointing to it. Below the box is a link 'Can't access your account?'. At the bottom of the page, it says 'Version 2.0.64.16' and 'System Requirements' with an information icon. A blue information icon is followed by a message: 'The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.' At the very bottom, it says 'If you need assistance, please [Click Here](#) or contact the ProviderPortal™ Support Team at (847) 555-1234.'

- Access the *ProviderPortal* at: <https://providerportal.com>

- Log in with your existing account if you are already registered for the AIM *ProviderPortal*

or

- Click the Register button to begin your registration process, if you are a new user



BlueCross BlueShield
of Texas

ProviderPortal Home Page

AIM SpecialtyHealth

Order Request Logout

Welcome

Manage Your Physician List Manage Your User Profile Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Access Your Optinet Registration

Select the date of service

Select the search type

☒ Member ID + DOB
☐ Member ID + Name

Member ID

Date of Birth

Find This Member

Message Center

The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.

To create a preauthorization request:

1. Enter the treatment start date in the “**Date of Service**”
2. Provide the following member information:

Member ID and Date of Birth

Or

Member ID and Name

3. Next, chose “**Find this Member**” to search for your member.

Order Request Summary

Begin Another Request

Withdraw Request

Go to My Homepage

Save as PDF

Print

This case has at least one exam with AIM Feedback. You may come back later to View Order History and edit any exam(s) that remain open in a case. Select "Email" to share a link to this case with another authorized user.

Email

AIM
SpecialtyHealth.

Order Request Summary

Request Status:
In Progress

Health Plan:
HEALTHPLANONE

Case Due to Close On/Before:
6/18/2020

Scheduled Date of Service:
6/13/2020

Member Information:
SMITH, JACK
Member # 000000001
111 Sample Lane
Water, IL 55522
Date of Birth: 6/12/1985

Ordering Provider:
ABEL, JOE
33 Demo Dr.
WATER, IL 55553-0000
Phone: (555) 333-3333
Fax: (555) 333-3334
NPI: 999999999

Imaging Facility: [Edit](#)
IMAGING CENTER
111 SAMPLE DR.
WATER, IL 55555-0000
Phone: (555) 555-5551
Fax:
NPI: 888888888

The information below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam Withdraw Exam
Myocardial Perfusion Imaging			

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
78451	Myocardial perf imaging, spect, sing	Myocardial Perfusion Imaging
78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar, sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging

The order has now been submitted. You can **Print** or **Save to a PDF** to include in the patient's chart.

To start a new order, select **"Begin Another Request"**.

The order request summary may be emailed to yourself if you wish access the request at a later time.



**BlueCross BlueShield
of Texas**



Order Request Summary Approved

Order Request

Begin Another Request

Go to Homepage

Save as PDF

Print

ProviderPortal.

Order Request Summary

Order ID: 110092478

Request Status:
Authorized

Health Plan:
Authentic OR

Valid Dates:
9/17/2018 - 11/15/2018
Start Date:
9/17/2018

Member Information:
85DOE, JANE
Member #: YRN3766999990
PO BOX 482
SAC CITY, IA 50583
Date of Birth: 1/1/1959
Phone: 773-864-4600

Ordering Provider:
SCULLY, THOMAS
2 PROGRESS POINT PKWY
OFALLON, MO 63368
Phone: 314-645-6454
Fax: 314-434-1814
NPI: 1285692608

Servicing Provider: Home
NOVASOM INC
801 CROMWELL PARK DR
GLEN BURNIE, MD 21061
Phone:
Fax:
NPI: 1487652053

The information on the patient's diagnosis/symptoms/conditions provided below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

→ REQUESTED ITEM(S)

EXAM ID	ORDER TYPE	SUB-ORDER TYPE	REQUEST STATUS	REASON	ACTION
G0399	Diagnostic Sleep Study	Home Sleep Test (HST) Type III	Authorized	Criteria Met	View Details

Change to Home Sleep Test (HST) Type III accepted.

Action Log Comments

Date	User	Description	Comments
9/17/2018 1:19:07 PM	PROVIDER PORTAL, (WEB USER)	Order completed	Order completed
9/17/2018 1:19:06 PM	PROVIDER PORTAL, (WEB USER)	Change to Home Accepted	Change to Home Accepted
9/17/2018 1:23:52 PM	(WEB USER)PROVIDER PORTAL	Incoming From WebPortal	

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

The order has now been submitted.

Requests that meet clinical criteria will be receive an immediate response with an Order ID number and authorization valid timeframe.

If the request does not meet criteria, your request will be sent for clinical review. You can contact AIM to discuss your request at any time.

You can “**Print**” or “**Save to a PDF**” to include in the patient’s chart.





**BlueCross BlueShield
of Texas**

ProviderPortal Training Dates

Advanced Imaging & Cardiology

Date and Time (CST)

Tuesday, Aug. 11 (11 AM to 12 PM)
Tuesday, Aug. 18 (11 AM-12 PM)
Thursday, Aug. 27 (11 AM-12 PM)
Tuesday, Sept. 15 (10 AM-11 AM)

Sleep Medicine

Date and Time (CST)

Wednesday, Aug. 5 (12 PM-1 PM)
Wednesday, Aug. 12 (11 AM-12 PM)
Wednesday, Aug. 19 (4 PM-5 PM)
Friday, Aug. 28 (10 AM-11AM)
Wednesday, Sept. 16 (12 PM-1 PM)

Joint and Spine Surgery

Date and Time (CST)

Thursday, Aug. 6 (2 PM-3 PM)
Thursday, Aug. 13 (12 PM-1 PM)
Thursday, Aug. 20 (9 AM-10 AM)
Friday, Aug. 28 (10 AM-11 AM)
Thursday, Sept. 17 (12 PM-1PM)

Pain Management

Date and Time (CST)

Tuesday, Aug. 4 (12PM-1 PM)
Tuesday, Aug. 11 (2 PM-3 PM)
Thursday, Aug. 27 (3 PM-4 PM)
Tuesday, Sept. 15 (9 AM-10 AM)

Radiation Therapy

Date and Time (CST)

Thursday, Aug. 6 (9 AM-10 AM)
Wednesday, Aug. 12 (3 PM-4 PM)
Tuesday, Aug. 18 (3 PM-4 PM)
Friday, Aug. 28 (9 AM-10 AM)
Thursday, Sept. 17 (3 PM-4PM)

Genetic Testing Services

Date and Time (CST)

Wednesday, Aug. 5 (1 PM - 2 PM)
Wednesday, Aug. 12 (4 PM-5 PM)
Wednesday, Aug. 19 (10 AM-11 AM)
Thursday, Aug. 27 (11 AM – 12 PM)
Tuesday, Sept. 15 (12 PM -1 PM)

AIM Specialty Health (AIM) is an operating subsidiary of Anthem and an independent medical benefits management company that provides utilization management services for Blue Cross and Blue Shield of Texas.