



Radiology and Cardiology Solution

PROVIDER OFFICE STAFF END USER TRAINING

BMOPEC-0103-20 September 2020

Objective

Effective January 1, 2021, AIM* will manage radiology and cardiology reviews for Healthy Blue members through a program called the Radiology and Cardiology. Our objective today is to help you understand what this means to you and your practice.

Agenda

- Introduction to AIM Specialty Health
- Radiology and Cardiology overview
- Preparing for the Radiology and Cardiology
- AIM **ProviderPortal**_{SM} Order Request Demonstration
- Additional AIM *ProviderPortal* Features
- Questions



AIM delivers clinical programs across all 50 states



Founded: 1989 Chicago, IL

54M

COVERED
LIVES

70

PAYERS IN
50 STATES

40%

FORTUNE 50
COMPANIES

~11M

CASE REVIEWS
PER YEAR



150+

PHYSICIAN
REVIEWERS IN 20+
SPECIALTIES

60+

INDEPENDENT
SUBJECT
MATTER EXPERTS

76%

ONLINE CASE
INITIATION

1,500

PEER-TO-PEER
CONSULTATIONS
CONDUCTED DAILY

Our multispecialty team of physicians assures clinical credibility



**ROBERT
MANDEL**

Chief Medical Officer



**STACY
BAN**

Medical Director,
Oncology



**CHRIS
BUCKLE**

Medical Director,
Radiology



**VARSHA
CHANDRAMOULI**

Vice President,
Clinical Operations



**JENNIFER
ECKLUND**

Associate Medical Director,
Government Programs



**MICHAEL J.
FISCH**

Medical Director,
Medical Oncology
Programs and Genetics



**ROBERT
FURNO**

Medical Director,
Government Solutions



**THOMAS P.
POWER**

Senior Medical
Director, Cardiology
and Sleep Medicine



**KERRIE
REED**

Medical Director,
Rehabilitation



**JULIE
THIEL**

Senior Vice President,
Clinical Programs



**RICHARD
VALDESUSO**

Senior Medical Director,
Musculoskeletal



**ROBERT
ZIMMERMAN**

Medical Director,
Radiation Oncology



Radiology and Cardiology overview

Services requiring preauthorization

Radiology

- Computed tomography (CT), including CTA
- Magnetic resonance imaging (MRI), including MRA, MRS, MRM, fMRI
- Nuclear Cardiology
- Positron emission tomography (PET)

Cardiology

- Stress Echocardiology (SE)
- Resting Transthoracic Echocardiology (TTE)
- Transesophageal Echocardiology (TEE)

Expanded Cardiology

- Arterial Ultrasound
- Diagnostic Cardiac Catheterization
- Percutaneous Coronary Intervention (PCI) such as cardiac stents and balloon angioplasty

* The program does not include low tech exams such as x-ray and ultrasound

Settings requiring preauthorization

Physician's office

Outpatient hospital

Free standing facility



CARDIOLOGY



RADIOLOGY



Ordering provider initiated requests

Prospective Utilization
Management program for all
services

**PROSPECTIVE
REQUESTS**

**RETROSPECTIVE
REQUESTS**

RECONSIDERATIONS

AIM will accept additional clinical
information not previously
submitted for a denied case for a
period of up to 10 days

Retrospective reviews within 2
business days of the initial date of
service for all cardiac study cases
except for PCI, Arterial Duplex
Imaging, Cardiac Resynchronization
Therapy and Implantable Cardioverter
– Defibrillators

Their retrospective reviews timeframe
is within 10 business days of the date
of service

Clinical review steps

1 Case intake

Submission captured through our online **ProviderPortal_{SM}** or directly with a referral specialist within one of our call centers

Member demographics

Ordering and servicing provider demographics

Clinical case information

2 Case review

Requests are **reviewed in real time** against applicable Healthy Blue medical policy or AIM clinical guidelines

3 Education and intervention

Peer-to-peer discussion if previous adjudication indicated that the case does not meet clinical criteria

4 Case closure

Document final review outcome

Messaging of final review outcome to provider

Extract case information to health plan

5 Additional reviews

Pre-service reconsiderations

How long is a preauthorization valid?



ORDER NUMBER VALID TIMEFRAME IS BASED ON:

The day the case was entered + 60 calendar days

AIM closes most cases within 24 hours



Case turn around times

CASE	
Non-urgent Requests	Shall close within 13 Calendar days
Urgent Requests	Shall close within 2 Calendar days



Preparing for the Radiology and Cardiology Program

Healthy Blue program start date



Contact center and
ProviderPortal open



Program goes live

*Contact center and **ProviderPortal** will be available beginning on 12/21/2020 for preauthorization requests with dates of service rendered on or after 1/1/2021*

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 pm CT
- SSO through EPA for out-of-state providers (Blue plans only)
- ***ProviderPortal*** support team: (800) 252-2021
- AIM clinical guidelines available on ***ProviderPortal***



AIM contact center

- Dedicated toll-free number: (855)574-6479
- Contact center hours: Monday – Friday 7AM – 7PM CST
- Voicemail messages received after business hours will be responded to the next business day

* AIM call center is closed on the following 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.

Which Healthy Blue members need preauthorization through AIM?



Included lines of business (products):

- MO HealthNet



Excluded lines of business (products):

- Commercial
- Medicare

Please contact the health plan to verify preauthorization requirements for members who are not found within the AIM system.

If the health plan confirms eligibility, they may contact AIM to have the member manually added into the AIM system.

Order request checklist

Demographic information

- ☐ Member's first and last name, and date of birth
- ☐ Ordering provider's first and last name
- ☐ Name and location of the facility

Clinical information

- ☐ Date of the procedure
- ☐ CTP code(s) and the name of the procedure you are requesting
- ☐ Member's diagnosis



Provider microsite



Cardiology

AIM Specialty Health (AIM) recognizes the key role that medicine plays in the delivery of care for patients with cardiovascular disease. Developed in collaboration with you, we help support quality care that is consistent with established best practices and the patients you serve.

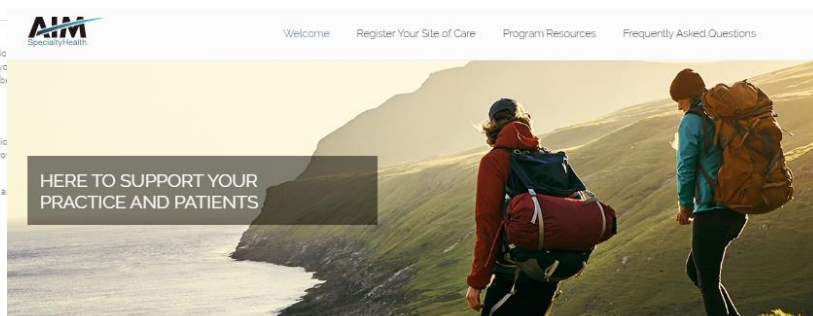
Our process

Based on the clinical information you submit, we conduct clinical appropriateness reviews against clinical guidelines and health plan medical policies, prior authorizations required by your patients' health plans.

Our review process encompasses certain outpatient invasive procedures including, but not limited to:

Diagnostic Services:

Coronary angiography



Welcome

AIM Specialty Health (AIM) understands the key role that medical practices play in the delivery of care for patients who require imaging studies. Developed in collaboration with your patients' health plans, our Radiology program helps support quality care that is consistent with current medical evidence and delivered in the most clinically appropriate setting. And that's good news for your practice and your patients.

Our process

Our review process encompasses:

Imaging Study Review

Using the patient's clinical information that you submit, we conduct a clinical appropriateness review of your advanced imaging request against our evidence-based clinical guidelines or your patient's health plan medical policy.

Imaging Clinical Site of Care Review

I love the quick response I get when using the *ProviderPortal*. Even if nurse reviews or peer-to-peer evaluations have to be made, your programs all run smoothly. That's important in our busy world.

- Provider practice feedback

Providers can visit the microsite for:

- › On-site clinical engagement
- › Clinical guidelines
- › Order request checklists
- › Webinars



Look for these items at
www.aimprovider.com/radiology
www.aimprovider.com/cardiology

ProviderPortal highlights

ProviderPortal modules

Start your
order request

Check order
status

View order
history

Manage your
physician list

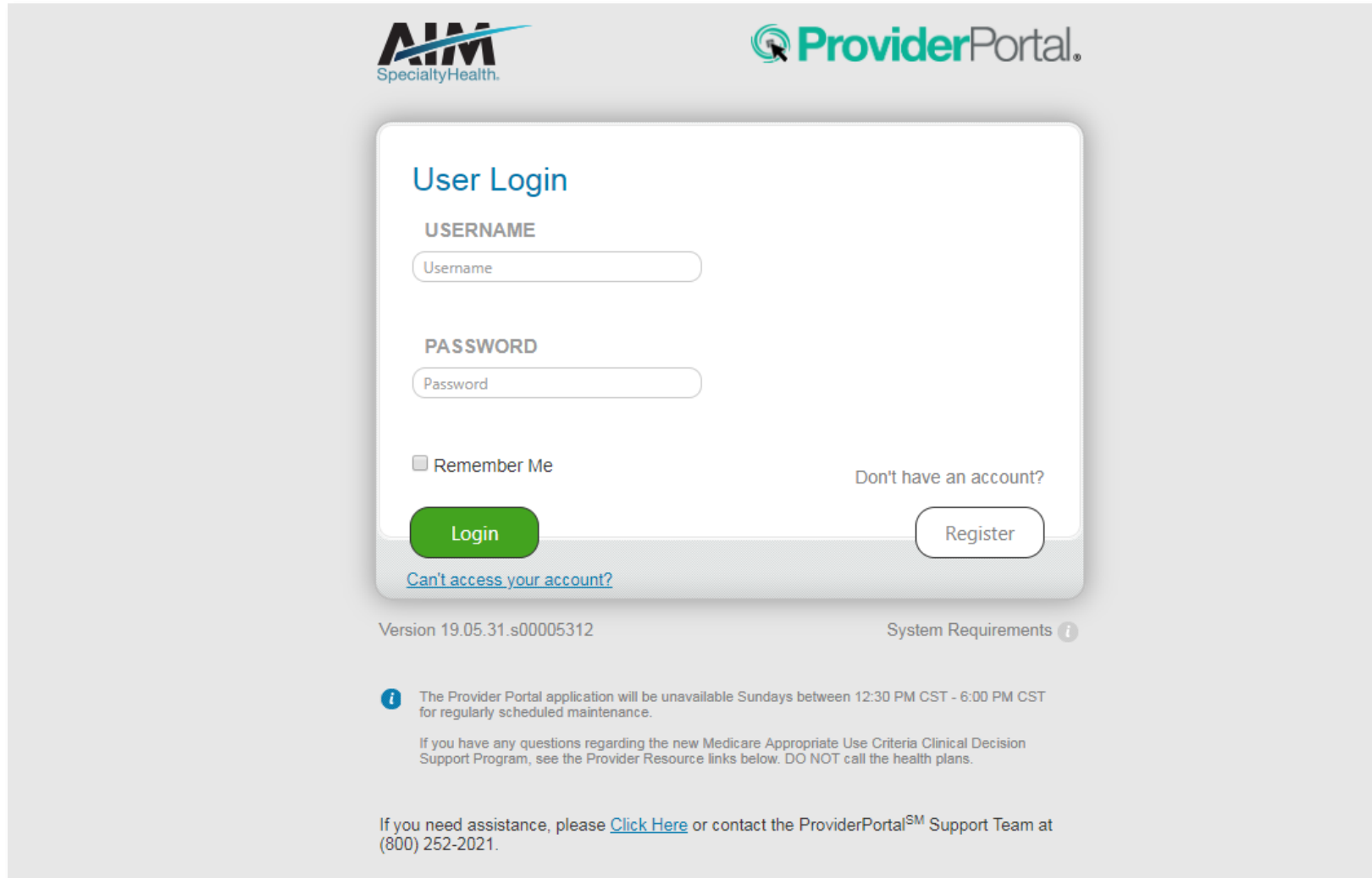
Manage your
user profile

Reference desk
Training/tutorials
CPT codes
Forms

ProviderPortal access and registration

- Access via www.providerportal.com
- AIM *ProviderPortal* home page will be displayed

ProviderPortal login/registration



The screenshot displays the AIM SpecialtyHealth ProviderPortal login and registration page. At the top left is the AIM SpecialtyHealth logo, and at the top right is the ProviderPortal logo. The main content area is a white box with a light gray border. Inside this box, the title "User Login" is centered at the top. Below the title, there are two input fields: "USERNAME" with a placeholder "Username" and "PASSWORD" with a placeholder "Password". Below these fields is a checkbox labeled "Remember Me". To the right of the checkbox is a link "Don't have an account?". At the bottom of the input fields are two buttons: a green "Login" button and a white "Register" button with a gray border. Below the "Register" button is a link "Can't access your account?". At the bottom of the white box, there is a version number "Version 19.05.31.s00005312" and a link "System Requirements" with an information icon. Below the white box, there is a blue information icon 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." Below this message is a paragraph: "If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans." At the bottom of the page, there is a paragraph: "If you need assistance, please [Click Here](#) or contact the ProviderPortalSM Support Team at (800) 252-2021."

AIM SpecialtyHealth

ProviderPortal

User Login

USERNAME

Username

PASSWORD

Password

☐ Remember Me


Don't have an account?


Login

Register

[Can't access your account?](#)

Version 19.05.31.s00005312

System Requirements 

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

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

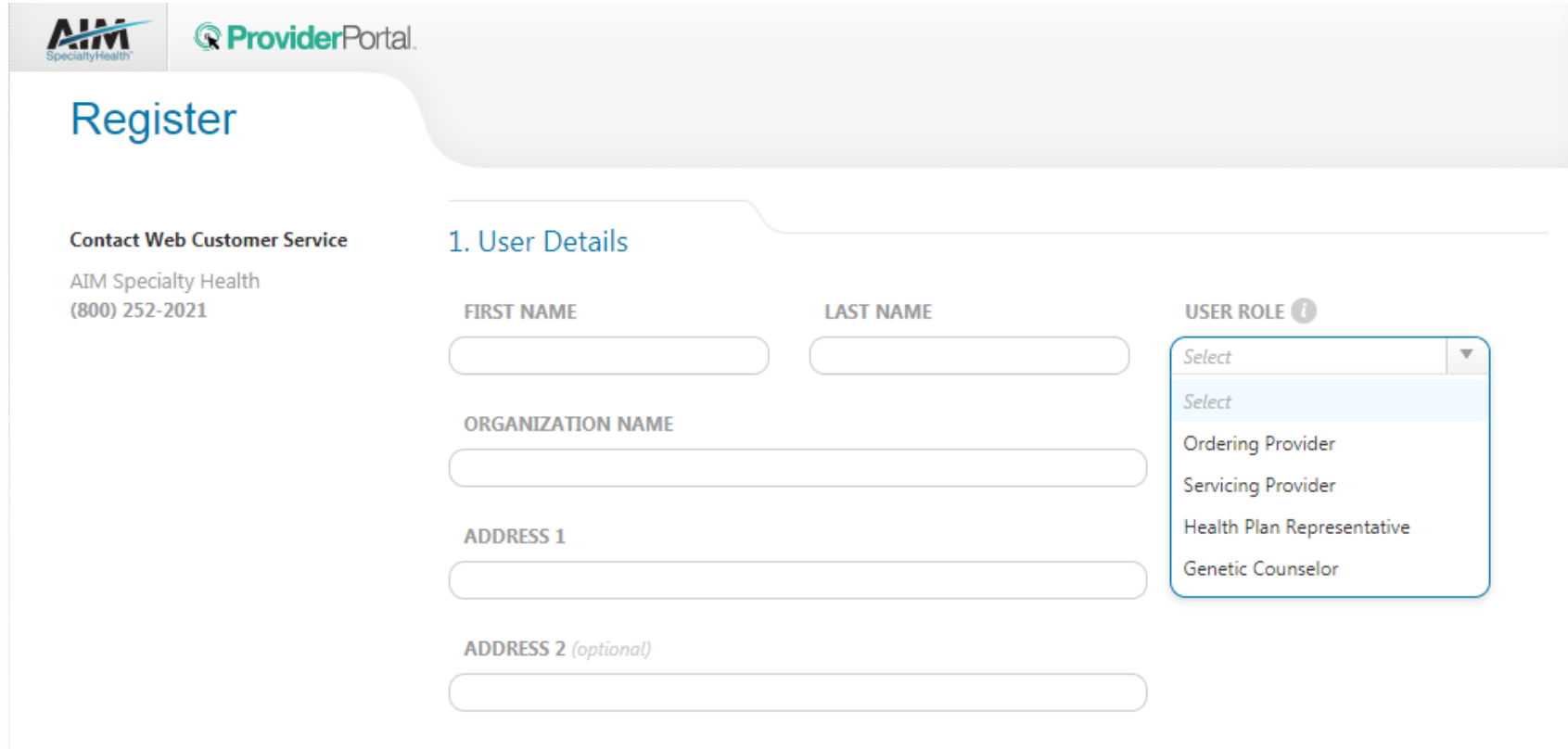
If you need assistance, please [Click Here](#) or contact the ProviderPortalSM Support Team at (800) 252-2021.

If you are registered with the AIM *ProviderPortal*, log in with your existing user account.

or

Click the “**Register**” button to begin your registration process if you are a new user.

ProviderPortal registration



The screenshot shows the registration page for the AIM Specialty Health ProviderPortal. The page has a header with the AIM Specialty Health logo and the text "ProviderPortal". Below the header, the word "Register" is prominently displayed. To the left of the registration form, there is a contact information box for the Web Customer Service. The main registration form is titled "1. User Details" and contains several input fields: "FIRST NAME", "LAST NAME", "ORGANIZATION NAME", "ADDRESS 1", and "ADDRESS 2 (optional)". To the right of these fields is a "USER ROLE" dropdown menu with an information icon. The dropdown menu is open, showing a list of roles: "Select", "Ordering Provider", "Servicing Provider", "Health Plan Representative", and "Genetic Counselor".

AIM Specialty Health **ProviderPortal**

Register

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

1. User Details

FIRST NAME **LAST NAME** **USER ROLE** ⓘ

Select ▼

Select

Ordering Provider

Servicing Provider

Health Plan Representative

Genetic Counselor

ORGANIZATION NAME

ADDRESS 1

ADDRESS 2 (optional)


Enter your name & practice information to begin registering

Select the applicable user role type, scroll down to continue...

ProviderPortal registration

3. Application Selection

Select the applications you will need to access.

☒ Health Plan Utilization Review Programs 

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

Select

☐ Tax ID (TIN)

Group TIN

NPI

4. ☐ Group NPI

Provider ID

☐ I Agree to the Terms of Service

Enter your **practice's Group identifier**. E.g. TIN

Select the type of ID you will be using to register from the drop down list

Then type in the number in the following field



***ProviderPortal* order request demonstration**

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

ProviderPortal Home Page

AIM SpecialtyHealth

ProviderPortal

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:

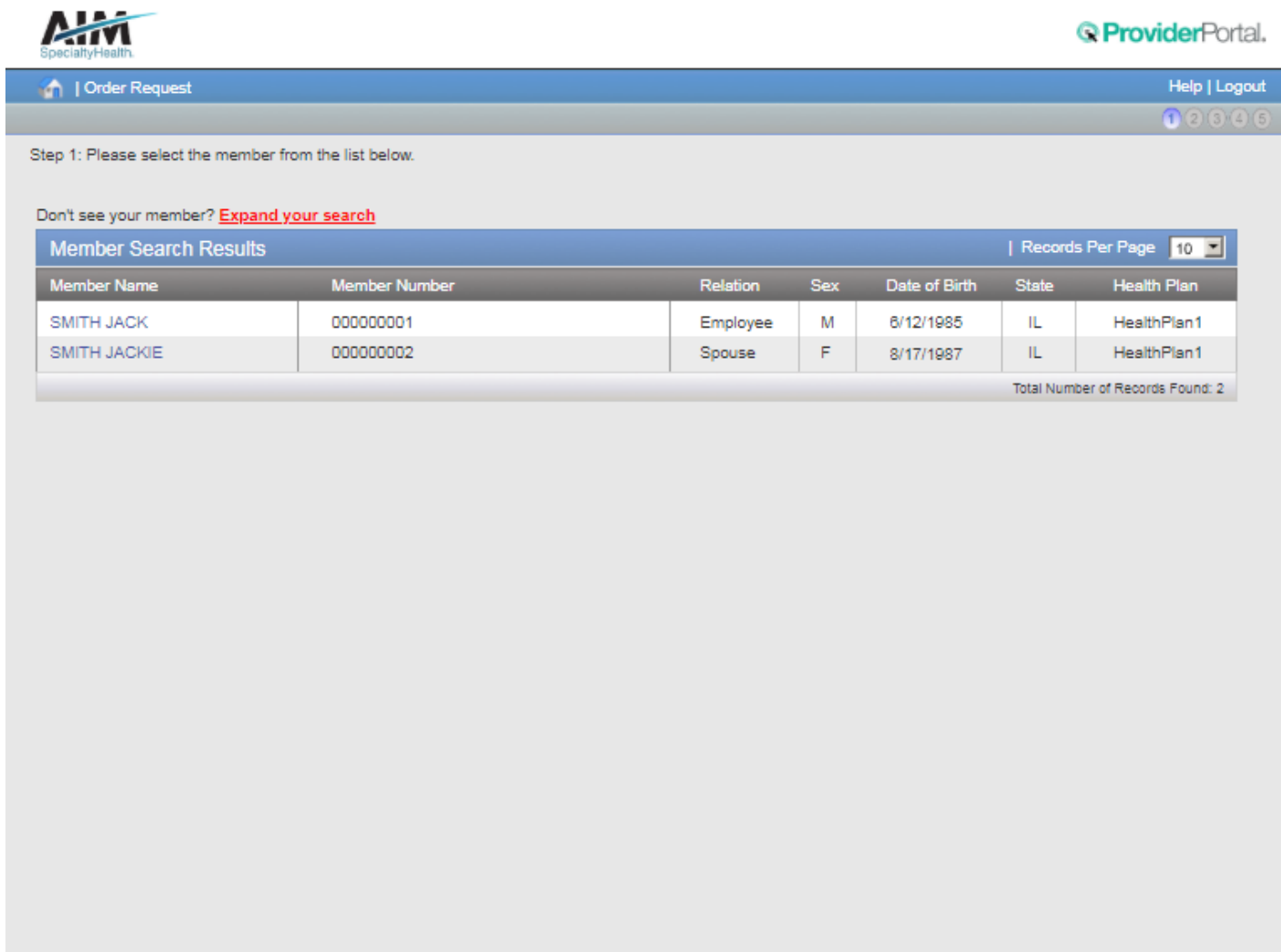
Member ID and Date of Birth

Or

Member ID and Name

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

Member search results



The screenshot shows the AIM Specialty Health Provider Portal interface. At the top, there is a navigation bar with the AIM Specialty Health logo on the left and the ProviderPortal. logo on the right. Below the navigation bar, there is a header area with a home icon and the text "Order Request" on the left, and "Help | Logout" on the right. A breadcrumb trail shows "1 2 3 4 5".

The main content area displays the instruction: "Step 1: Please select the member from the list below." Below this, there is a link: "Don't see your member? [Expand your search](#)".

The "Member Search Results" section features a table with the following columns: Member Name, Member Number, Relation, Sex, Date of Birth, State, and Health Plan. The table contains two rows of data:



Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan
SMITH JACK	000000001	Employee	M	6/12/1985	IL	HealthPlan1
SMITH JACKIE	000000002	Spouse	F	8/17/1987	IL	HealthPlan1

Below the table, it states "Total Number of Records Found: 2". A "Records Per Page" dropdown menu is set to "10".

Select your patient from the search results by clicking on the **member name**.

If your patient does not appear in the results, you can change your criteria and search again using the “**Expand your search**” button.

Order type selection



Order RequestHelp | Logout

1234567890

6/12/1985

6/13/2020

HealthplanOne

SMITH, JACK

Member #:

Date of Birth:

Ordering Provider:

Date of Service:

Health Plan:

Edit


Edit


Edit


Edit


Hide Details


Select the order type for this request. Then click Continue below


**Diagnostic Imaging**
Includes:
Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET
[View code list](#)


**Cardiovascular**
Includes:
Angiography, percutaneous coronary revascularization, arterial ultrasound
[View code list](#)


**Sleep Management**
Includes:
HST, In Lab, Titration, APAP/ BPAP/ CPAP, Oral Appliance, MSLR, MWT
[View code list](#)


**Musculoskeletal**
Includes:
Joint Surgery, Spine Surgery & Interventional Pain Management
[View code list](#)

**Specialty Drugs**
Includes:
Asthma, Botulinum Toxin, Enzymes, Factors, Immune Modulators, IVIG, Retinal conditions
[View code list](#)

**Radiation Therapy**
Includes:
2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT
[View code list](#)

**Chemotherapy and Supportive Drugs**
Includes:
Review of cancer drugs, side effect management and treatment pathways
[View code list](#)

**Genetic Testing**
Includes:
Laboratory testing for the inheritance or management of genetic conditions
[View code list](#)

**Other Surgical Procedures**
Includes:
Arthroscopy, Colonoscopy & Endoscopy
[View code list](#)

Provide Member contact information

Phone Number

Phone Type

Mobile

Delete This Request

Continue

Please call 866-714-1103 for all Urgent Requests.

On the order type screen, select **“Diagnostic Imaging”** or **“Cardiovascular”** and then select the **“Continue”** button.

Note: only programs that are currently managed by AIM for the selected member will display on the order type selection screen.

Ordering provider selection

The screenshot displays the AIM Specialty Health ProviderPortal interface. At the top, the AIM Specialty Health logo is on the left, and the ProviderPortal logo is on the right. Below the logos, a navigation bar includes a home icon, 'Order Request', 'Help', and 'Logout'. A progress indicator shows five steps, with the second step, 'Please select the Ordering Provider from the list below', being the active one.

At the top left of the main content area, a summary box for 'SMITH, JACK' is shown. It includes fields for 'Member #', 'Date of Birth', 'Ordering Provider', 'Date of Service', and 'Health Plan', each with an 'Edit' link. A 'Hide Details' link is also present.

Below the summary box, the 'Ordering Provider Search' section is visible. It contains a 'Search Type' dropdown with options for 'Name' (selected), 'TIN or NPI', and 'Address'. There are input fields for 'FIRST NAME' (containing 'JACK') and 'LAST NAME' (containing 'ABEL'), and a 'STATE' dropdown menu. 'Find' and 'Clear' buttons are at the bottom of this section.

The 'Ordering Providers' table is displayed, showing a list of providers with columns for Name, Address, City, Specialty, and Health Plan. The table is filtered to show 10 records per page. The providers listed are:

	Name	Address	City	Specialty	Health Plan
★	ABEL, JACK	877 HARBOR ST.	WATER	Internal Medicine	HEALTHONE
☆	ABEL, JAKE	500 PORT DR.	WATER	Pulmonary Diseases	HEALTHTWO
☆	ABEL, JANE	56 LAKE DR.	LAND	Miscellaneous	HEALTHTHREE
★	ABEL, JOE	12 BEACH DR.	LAND	Neurology	HEALTHONE
☆	ABEL, JOEL	888 PEARL ST.	LAND	Pediatrics	HEALTHFIVE
☆	ABEL, JOEY	6 SECHS CT.	ISLAND	Infectious Diseases	HEALTHSIX
☆	ABEL, JOHN	77 SIEBEN RD.	WATER	Orthopedic Surgery	HEALTHTWO
☆	ABEL, JOHNNY	888 ACHT ST.	SKY	Dermatology	HEALTHONE
☆	ABEL, PAT	9 NOVE DR.	SKY	Pulmonary Diseases	HEALTHFIVE
☆	ABEL, PATRIC	10 DEZ ST.	LAND	Obstetrics	HEALTHTWO

At the bottom right of the table, it states 'Total Number of Records Found: 10'. A 'Delete This Request' button is located at the bottom right of the page.

Select the ordering provider by clicking on the physician's name

Ordering providers that are associated with group identifier (e.g. TIN, NPI, etc). in the user's registration will be available for selection

For practices with multiple providers, establishing **"Favorites"** will allow for increased intake efficiency

Ordering provider fax confirmation

AIM SpecialtyHealth. ProviderPortal.

Order Request Help | Logout

SMITH, JACK / Edit Hide Details
Member #: 1234567890 Date of Service: 6/13/2020 / Edit
Date of Birth: 6/12/1985 Health Plan: HealthplanOne
Ordering Provider: ABEL, JOE / Edit

Step 2: Please select the Ordering Provider from the list below

Recent Favorites Search Results

Ordering Provider Search

Search Type:
☒ Name
☐ TIN or NPI
☐ Address

FIRST NAME: JACK
LAST NAME: ABEL
STATE: Please Select

Find Clear

Ordering Providers | Records Per Page 10

Ordering Provider Fax Number

Please enter or confirm the physician's fax number below

(111) 333-3334

[Why do you need this?](#)

Save | [Fax Unavailable](#)

Name	Address	City	State	Specialty	Health Plan
ABEL, JOE				Internal Medicine	HEALTHONE
ABEL, JOE				Pulmonary Diseases	HEALTHTWO
ABEL, JOE				Miscellaneous	HEALTHTHREE
ABEL, JOE				Neurology	HEALTHONE
ABEL, JOE				Pediatrics	HEALTHFIVE
ABEL, JOE				Infectious Diseases	HEALTHSIX
ABEL, JOE				Orthopedic Surgery	HEALTHTWO
ABEL, JOHNNY	888 ACHT ST.	SKY		Dermatology	HEALTHONE
ABEL, PAT	9 NOVE DR.	SKY		Pulmonary Diseases	HEALTHFIVE
ABEL, PATRIC	10 DEZ ST.	LAND		Obstetrics	HEALTHTWO

Total Number of Records Found: 10

Delete This Request

Enter the fax number to be used when communicating the outcome of an adverse determination (denial) case

or

If a fax number was previously entered for the provider, confirm the number is correct

Press the **“Save”** button to continue.

Exam selection

The screenshot displays the AIM Specialty Health Provider Portal. At the top, the AIM Specialty Health logo is on the left, and the ProviderPortal logo is on the right. Below the logos, a blue navigation bar contains a home icon, the text "Order Request", and links for "Help" and "Logout". A breadcrumb trail "1 2 3 4 5" is visible on the right side of the bar.

The main content area features a patient summary for "SMITH, JACK". It includes fields for "Member #: 1234567890", "Date of Birth: 6/12/1985", "Ordering Provider: ABEL, JOE", "Date of Service: 6/13/2020", and "Health Plan: HealthplanOne". Each field has an "Edit" link. A "Hide Details" link is also present. A "Print" button is located to the right of the summary.

Below the summary, there are two main sections:

- ENTER EXAMS:** This section contains a "CPT CODE" input field with a search icon. Below it is an "OR" separator. Underneath, there are two dropdown menus labeled "EXAM" and "DESCRIPTION", both with "Select" as the current value. At the bottom of this section are "Add Exam" and "Clear" buttons. A message "Unable to find your exam?" is displayed at the very bottom of this section.
- EXAMS REQUESTED:** This section has a header bar and a text area stating "Multiple exams can be entered at this time." Below the text area is a "Withdraw Request" button.

You have the ability to search for an exam or procedure by CPT code.

To begin, type the CPT code for the exam or procedure you're requesting.

If you prefer, you may select the exam name and description from the drop down menu.

Then choose **"Add Exam"** to begin the review process.

Adding more exams or procedures

AIM SpecialtyHealth. **ProviderPortal.**

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK / Edit Hide Details
Member #: 1234567890 / Edit
Date of Birth: 6/12/1985 / Edit
Date of Service: 6/13/2020 / Edit
Ordering Provider: ABEL, JOE / Edit
Health Plan: HealthplanOne

Print

ENTER EXAMS

CPT CODE
78452

OR

EXAM
Nuclear Medicine

DESCRIPTION
Myocardial Perfusion Imaging

Add Exam Clear

Unable to find your exam?

EXAMS REQUESTED (1)

Multiple exams can be entered at this time. Once you finished entering your exams, click Next to enter clinical information.

Resting Transthoracic Echocardiography Delete Exam



Withdraw Request Next

If you need to review another exam or procedure for this patient, you can add an additional exam from this screen.

Simply search again by CPT code or select the exam name and description from the drop down menu.

Then choose **“Add Exam”**. Your additional exam or procedure will now be listed.

Exam selection continued



Order RequestHelp | Logout

1234567890

6/12/1985

ABEL, JOE

6/13/2020

HealthplanOne

Edit

Edit

Edit

Hide Details

Print

ENTER EXAMS

CPT CODE

OR

EXAM

DESCRIPTION

Add Exam

Clear

Unable to find your exam?

EXAMS REQUESTED (2)

Multiple exams can be entered at this time. Once you finished entering your exams, click Next to enter clinical information.

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging

Withdraw Request

Next

When you are done adding exams or procedures, select the “**Next**” button to proceed with your request.

Clinical data entry: diagnosis code

AIM SpecialtyHealth

ProviderPortal

Order Request

Help | Logout

1 2 3 4 5

SMITH, JACK

Member #: 1234567890

Date of Birth: 6/12/1985

Ordering Provider: ABEL, JOE

Date of Service: 6/13/2020

Health Plan: HealthplanOne

ENTER EXAMS (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging

ENTER DIAGNOSIS

Please provide the diagnosis code or description that best supports the request for this exam.

Q valv

- + I38 Endocarditis, valve unspecified (Valvulitis)
- + C18.0 Malignant neoplasm of cecum (Ca of ileocecal valve)
- + Z95.2 Presence of prosthetic heart valve (Presence of heart valve)
- + I35.9 Nonrheumatic aortic valve disorder, unspecified (Aortic valve disease)
- + I35.0 Nonrheumatic aortic (valve) stenosis (Aortic valve disease)
- + I35.1 Nonrheumatic aortic (valve) insufficiency (Aortic valve disease)
- + I35.2 Nonrheumatic aortic (valve) stenosis with insufficiency (Aortic valve disease)
- + I35.8 Other nonrheumatic aortic valve disorders (Aortic valve disease)
- + I35.9 Nonrheumatic aortic valve disorder, unspecified (Aortic valve disease)
- + Q24.8 Other specified congenital malformations of heart (Heart valve stenosis)
- + S26.90xA Unspecified injury of heart, unspecified with or without hemopericardium, initial encounter
- + S26.90xD Unspecified injury of heart, unspecified with or without hemopericardium, subsequent encounter
- + S26.90XS Unspecified injury of heart, unspecified with or without hemopericardium, sequela
- + I51.89 Other ill-defined heart diseases (Abscess of aortic valve)
- + I34.0 Nonrheumatic mitral (valve) insufficiency (Disease of mitral valve)

Withdraw Exam

Choose the exam or procedure you wish to submit for review by clicking on it.

Search for the patient's diagnosis.

You may do this by either entering the diagnosis or the diagnostic (ICD) code.

When you enter at least three characters, a list of matching diagnoses will appear.

Choose the diagnosis that corresponds to your patient's condition by selecting it.

Clinical data entry: diagnosis code continued

Order Request | Help | Logout

SMITH, JACK Edit Hide Details
Member #: 1234567890 Edit
Date of Birth: 6/13/1985 Edit
Ordering Provider: ABEL, JOE Edit
Date of Service: 6/14/2020 Edit
Health Plan: HealthplanOne

Print

EXAMS REQUESTED (2)

- Resting Transthoracic Echocardiography
- Myocardial Perfusion Imaging

ENTER DIAGNOSTIC CODE

Please provide the diagnostic code that best supports the request for this exam.

DIAGNOSTIC CODE:

☐ C18.0 Malignant neoplasm of cecum (Ca of ileocecal valve)

CLINICAL SCENARIO:

Select the main reason from the list below for the order request.

- ☐ CAD (Coronary artery disease)
- ☐ Congenital heart disease
- ☒ Disease of any heart valve (Valvular disease)
- ☐ LV dysfunction/CHF/Cardiomyopathy (eg, toxic, chemo, heart transplant)
- ☐ Signs, symptoms, or abnormal tests (eg, shortness of breath or chest pain)
- ☐ Other diagnosis or reasons for imaging (click for more options)

Withdraw Exam

Based on the diagnosis or the ICD code you selected, you may be asked to provide additional clinical information regarding your patient's medical history.

Choose the most appropriate response by selecting it.

Based on your responses, additional questions may be presented to help us better evaluate your request.

Questions are always tailored to your patient and the data you enter.

Clinical data entry: diagnosis code confirmation

AIM SpecialtyHealth. ProviderPortal.

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK [Edit](#) [Hide Details](#)
Member #: 1234567890
Date of Birth: 6/12/1985
Ordering Provider: ABEL, JOE [Edit](#)
Date of Service: 6/13/2020 [Edit](#)
Health Plan: HealthplanOne

Print

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging ▶

ENTER DIAGNOSTIC CODE

Please provide the diagnostic code that best supports the request for this exam.

Apply C18.0 (Malignant neoplasm of cecum (Ca of ileocecal valve)) from Resting Transthoracic Echocardiography to this exam as well?

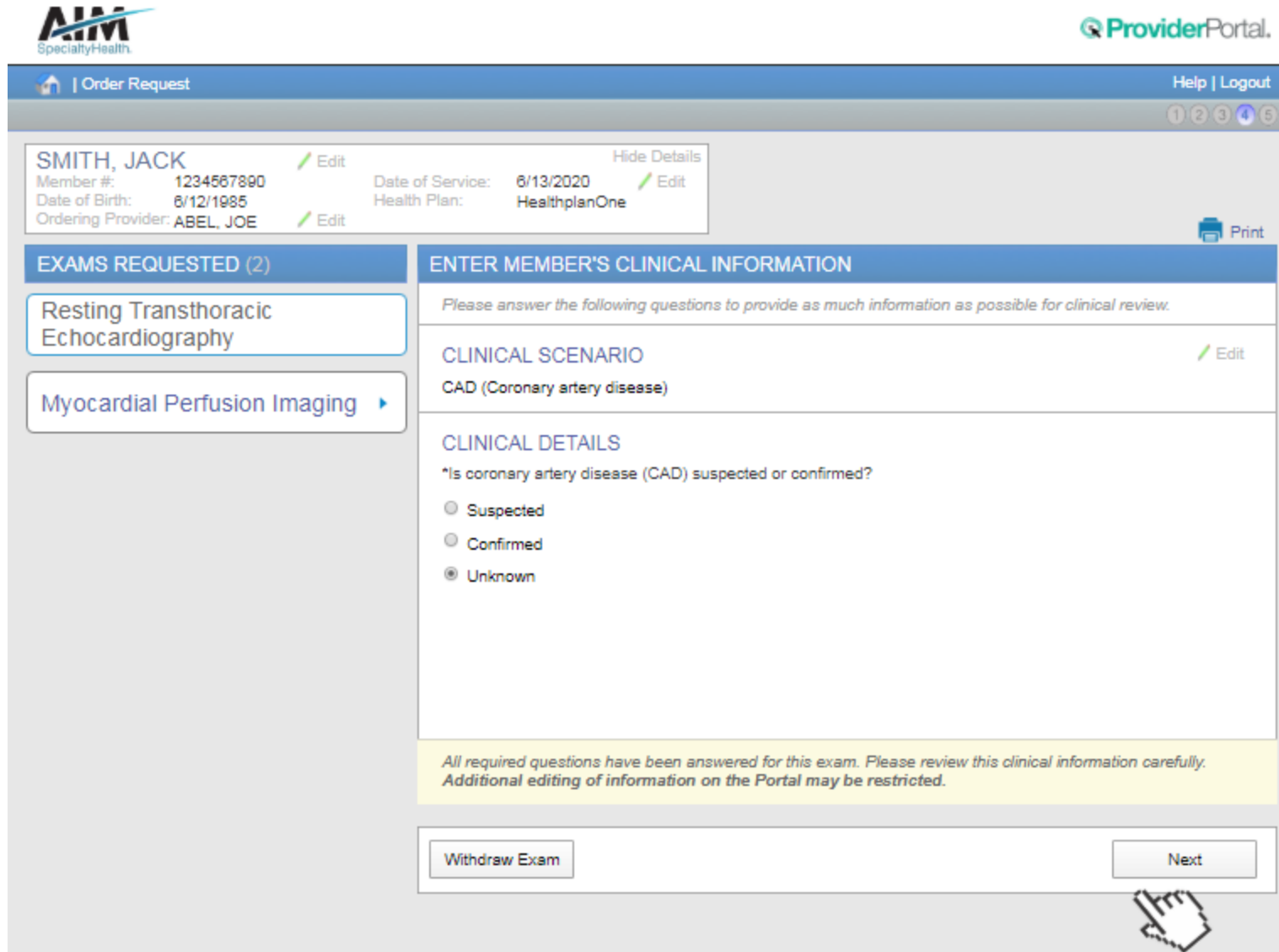
☐ Yes ☒ No

Withdraw Exam Withdraw Request Next

When selecting the next exam or procedure, you are offered the option of using the same diagnosis as your previous exam.

Select the correct answer and then select “**Next**”. If you selected “**Yes**” the diagnosis code will be carried over. If you select “**No**” you can search again for a new diagnosis.

Additional clinical information



AIM SpecialtyHealth **ProviderPortal**

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK [Edit](#) [Hide Details](#)

Member #: 1234567890 [Edit](#) Date of Service: 6/13/2020 [Edit](#)

Date of Birth: 6/12/1985 [Edit](#) Health Plan: HealthplanOne

Ordering Provider: ABEL, JOE [Edit](#) [Print](#)

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging ▶

ENTER MEMBER'S CLINICAL INFORMATION

Please answer the following questions to provide as much information as possible for clinical review.

CLINICAL SCENARIO [Edit](#)

CAD (Coronary artery disease)

CLINICAL DETAILS

*Is coronary artery disease (CAD) suspected or confirmed?

☐ Suspected

☐ Confirmed

☒ Unknown

All required questions have been answered for this exam. Please review this clinical information carefully. Additional editing of information on the Portal may be restricted.

[Withdraw Exam](#) [Next](#)

During the process of entering clinical information, you may encounter the **Additional Information** screen.

The **Additional Information** screen indicates that the AIM review team will need more information in order to evaluate your request against clinical guidelines.

Clinical exam summary

| Order Request

Help | Logout

1 2 3 4 5

SMITH, JACK

Member #: 1234567890

Date of Birth: 6/13/1985

Ordering Provider: ABEL, JOE

Edit

Date of Service: 6/14/2020

Health Plan: HealthplanOne

Edit

Hide Details

Print

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging

EXAM SUMMARY

Resting Transthoracic Echocardiography

CLINICAL SCENARIO

Disease of any heart valve (Valvular disease)

CLINICAL DETAILS

*Does the patient have a murmur? Yes

Select the reason for imaging. Follow-up of known valvular disease

Does the patient have new or worsening symptoms (eg, shortness of breath, decreased exercise tolerance) or signs (eg, new or different murmur, evidence of heart failure)? Yes

Withdraw Exam

Withdraw Request

I'm Done

Your first request appears to meet clinical guidelines. Review the exam summary and if the information is correct, choose **"I'm Done"**.

If you entered multiple exams or procedures, you can now review your next exam.

Exam summary feedback

Order Request

Help | Logout

SMITH, JACK

Member #: 1234567890

Date of Birth: 6/13/1985

Ordering Provider: ABEL, JOE

Date of Service: 6/14/2020

Health Plan: HealthplanOne

Hide Details

Edit

Edit

Edit

Print

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging

EXAM SUMMARY

!

Your request for Myocardial Perfusion Imaging does not meet medical necessity criteria based on the information provided. Please Note: The Clinical Criteria information provided below may not be the actual criteria used when your request is reviewed by an AIM clinical reviewer. AIM clinical reviewers use the most current applicable Clinical Criteria based on program design and member plan. Please review the Clinical Criteria information specific to this exam below.

Step

Exam

1

Myocardial Perfusion Imaging

CLINICAL CRITERIA

Please confirm your information is accurate:

Step

Clinical Scenario

2

CAD (Coronary artery disease)

Clinical Details

Edit

You have the following options:

Step

3

- Print to review with a physician
- Save by exiting this request. It can be accessed in View Order History. If there is additional information we should consider, please update the information on our ProviderPortal.

Withdraw Exam

Withdraw Request

I'm Done

When the clinical information entered does not meet clinical guidelines for the exam requested, you will receive the **Feedback** screen.

This screen displays the specific criteria that conflicts with your request.

Reviewing this criteria with the ordering physician may help determine if the exam is clinically appropriate for your patient.

Use the **Print** option to print the summary to review with a physician.

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AIM
SpecialtyHealth.

Additional clinical information

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top, there's a header with the AIM logo and 'SpecialtyHealth.' on the left, and 'ProviderPortal.' on the right. Below the header, there's a navigation bar with 'Order Request' and 'Help | Logout'. The main content area displays patient information for 'SMITH, JACK', including Member #, Date of Birth, Ordering Provider, Date of Service, and Health Plan. A modal window titled 'ADDITIONAL INFORMATION' is open, containing fields for First Name, Last Name, Phone Number, and Fax Number. Below these fields is a text area for additional information, which contains the text: 'T WAVE INVERSION V3-V6 I, II, AVF. FORMER SMOKER. BROTHER HAD MI AT AGE 45, DIAGNOSED WIT HEART DISEASE, SISTER-MI AGE 40. FAMILY HX OF LUNG CA.' A 'Continue' button is at the bottom right of the modal. The background shows a list of exams requested, including 'Resting Tran', 'Echocardiog', and 'Myocardial'.

AIM SpecialtyHealth. ProviderPortal.

Order Request Help | Logout

SMITH, JACK

Member #: 1234567890 Edit

Date of Birth: 6/12/1985 Edit

Ordering Provider: ABEL, JOE Edit

Date of Service: 6/13/2020 Edit

Health Plan: HealthplanOne

Hide Details

EXAMS REQUESTED (3)

Resting Tran

Echocardiog

Myocardial

ADDITIONAL INFORMATION

*FIRST NAME *LAST NAME

Portal User

*PHONE NUMBER EXT

(000) 000-0000

*FAX NUMBER

(000) 000-0001

Provide any additional information to support a review of this exam. (optional)

T WAVE INVERSION V3-V6 I, II, AVF. FORMER SMOKER. BROTHER HAD MI AT AGE 45, DIAGNOSED WIT HEART DISEASE, SISTER-MI AGE 40. FAMILY HX OF LUNG CA.

(Maximum 300 characters) 182 characters left

Continue

Entering information here will help expedite your review.

If you have no additional information, simply enter **“none”**.

Select **“Continue”** to close the additional information box

Exams summary

The screenshot shows the 'Exams summary' page in the AIM Specialty Health ProviderPortal. At the top, there's a header with the AIM Specialty Health logo on the left and 'ProviderPortal.' on the right. Below the header is a navigation bar with 'Order Request' and 'Help | Logout'. A progress indicator shows five steps, with the fourth step (Exams) highlighted. The main content area displays patient information for 'SMITH, JACK', including Member #, Date of Birth, Ordering Provider, Date of Service, and Health Plan, each with an 'Edit' link. Below this is a section titled 'EXAMS REQUESTED (2)' with an 'Add Exam' button. Two exams are listed: 'Resting Transthoracic Echocardiography' and 'Myocardial Perfusion Imaging', each with 'Review Exam' and 'Withdraw Exam' links. A note states 'If you've added all desired exams, click Next to Continue.' At the bottom, there are 'Withdraw Request' and 'Next' buttons.

AIM Specialty Health. ProviderPortal.

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK [Edit](#) [Hide Details](#)
Member #: 1234567890 [Edit](#) Date of Service: 6/13/2020 [Edit](#)
Date of Birth: 6/12/1985 [Edit](#) Health Plan: HealthplanOne
Ordering Provider: ABEL, JOE [Edit](#)

EXAMS REQUESTED (2) [Add Exam](#)

Resting Transthoracic Echocardiography [Review Exam](#) [Withdraw Exam](#)

Myocardial Perfusion Imaging [Review Exam](#) [Withdraw Exam](#)

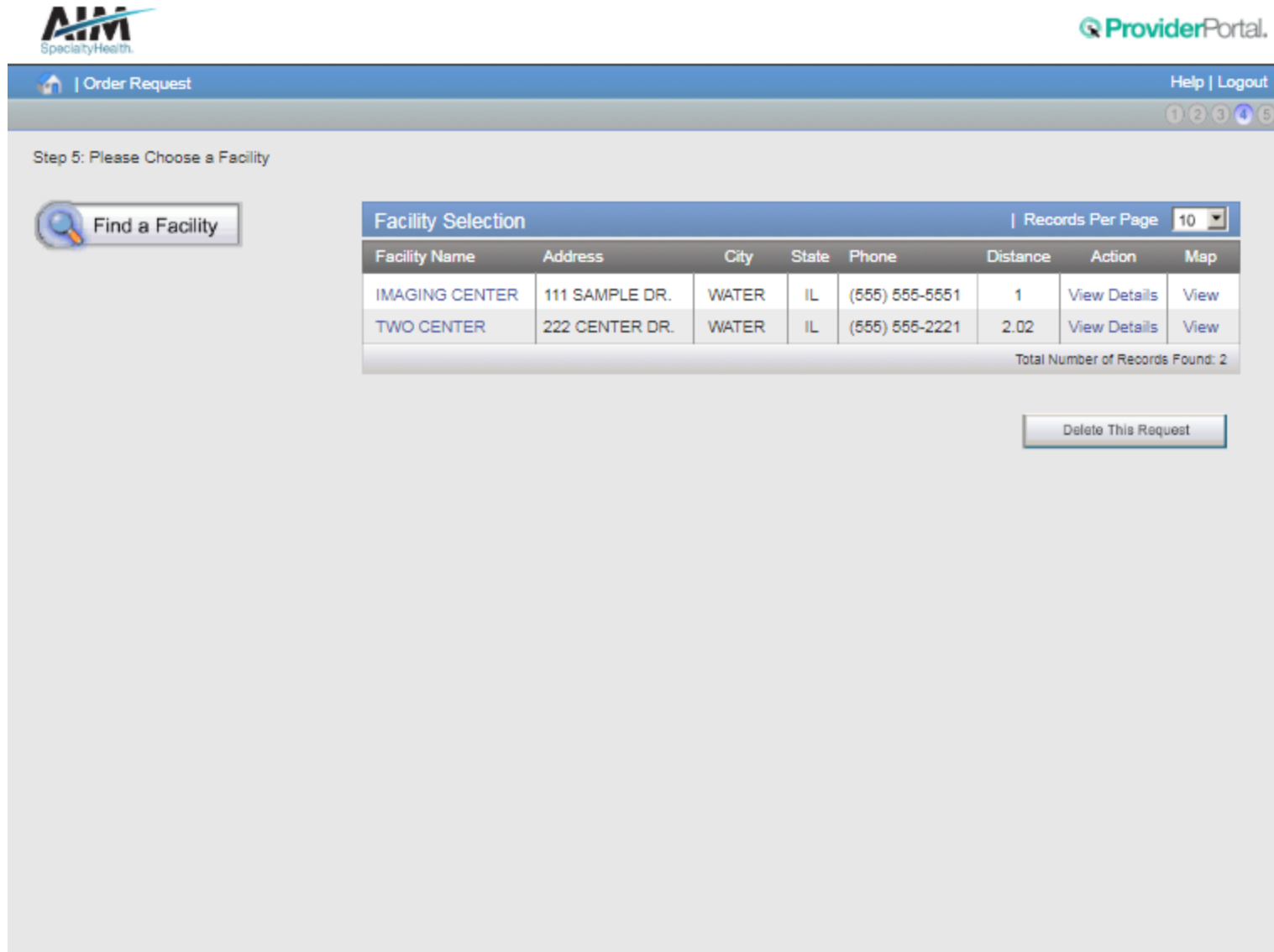
If you've added all desired exams, click Next to Continue.

[Withdraw Request](#) [Next](#)

Once you've completed entering all clinical information required for all exams, you will see the **Exams Summary** screen.

Select **Next** to continue.

Facility selection



The screenshot shows the 'Facility Selection' interface in the AIM Specialty Health ProviderPortal. The page is titled 'Step 5: Please Choose a Facility'. On the left, there is a 'Find a Facility' button with a magnifying glass icon. The main content area features a table with the following data:

Facility Name	Address	City	State	Phone	Distance	Action	Map
IMAGING CENTER	111 SAMPLE DR.	WATER	IL	(555) 555-5551	1	View Details	View
TWO CENTER	222 CENTER DR.	WATER	IL	(555) 555-2221	2.02	View Details	View

Below the table, it states 'Total Number of Records Found: 2'. At the bottom right, there is a 'Delete This Request' button. The top navigation bar includes 'Order Request', 'Help', and 'Logout' links, along with a 'Records Per Page' dropdown set to 10.

Select the facility where the testing will be performed.

ProviderPortal will display available facilities by distance.


Choose a facility in the list or use “**Find a Facility**” button to search for additional facilities.

Order request preview

Submit This Request

Withdraw Request

Go to My Homepage



ProviderPortal

Order Request Preview

Request Status:
Has Not Been Submitted

Health Plan:
HEALTHPLANONE

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
Phone: (000) 000-0000

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

Servicing Provider: [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 EXAMS

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
93303	ECHO, transthoracic, complete cng	Resting Transthoracic Echocardiography


This is a preview of your order.

For each exam or procedure you requested, you may see a request status as well as a brief description with the reason.

Select “Submit This Request” to proceed.

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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			<div>Review Exam Withdraw Exam</div>
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.



Order request summary: email

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 Sum

Request Status:
In Progress

Member Information:

SMITH, JACK

Member # 000000001

111 Sample Lane

Water, IL 55522

Date of Birth: 6/12/1985

Fax: (555) 333-3334

NPI: 999999999

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.

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

Send Email

Send information for this request to the following email address:

Confirm email address:

user@email12345.com

The email will include a link to login to ProviderPortal and access the case directly.

Send Email

 | [Cancel](#)

You will be asked to enter or confirm your email address.

Select “Send Email”.

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Additional *ProviderPortal* features

How to check an order status

The screenshot shows the 'Order Inquiry' page of the AIM Specialty Health provider portal. The top navigation bar includes a home icon, 'Order Inquiry', and a 'Logout' link. Below this, a secondary bar contains 'Welcome DEMO TRAINING', a user profile icon, 'Manage Your Physician List', 'Manage Your User Profile', and a 'Reference Desk' icon. A left sidebar lists navigation options: 'Start Your Order Request Here', 'Check Order Status' (highlighted with a green checkmark), 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area is divided into three sections. The first section, 'Select the member's healthplan', has a dropdown menu currently showing 'Amgen'. The second section, 'Select the order type', lists several medical categories with radio buttons: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, and Musculoskeletal. The third section, 'Select the search type', has a dropdown menu set to 'Order ID'. Below this, there are two radio button options: 'Order ID + DOB' (selected) and 'Order ID + Name'. Further down, there are input fields for 'Order ID' (with placeholder 'Order ID number') and 'Date of Birth' (with placeholder 'MM/DD/YYYY'). A green 'Find This Order' button is positioned at the bottom of this section. To the right of the main form, there are two informational boxes. The 'Message Center' box contains two messages about application unavailability on Sundays and a Saturday. The 'Provider Resources' box, marked with a star icon, lists links for 'Radiology Tutorial', 'Genetic Testing Tutorial', 'Registration', 'FAQ - Medicare AUC Program', and 'Tutorial - Medicare AUC Program'.

Order Inquiry Logout

Welcome DEMO TRAINING Manage Your Physician List Manage Your User Profile Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Check Claim Status

Access Your Optinet Registration

Select the member's healthplan

Amgen

Select the order type

☐ Diagnostic Imaging

☐ Cardiovascular

☐ Specialty Drug

☐ Radiation Therapy

☐ Sleep Management

☐ Chemotherapy and Supportive Drugs

☐ Surgical Procedures

☐ Genetic Testing

☐ Musculoskeletal

Select the search type

Order ID

☒ Order ID + DOB

☐ Order ID + Name

Order ID

Date of Birth

Find This Order

Message Center

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

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

The Provider Portal application will be unavailable on Saturday, June 13th 12:00 PM CST - 12:00 AM CST for special maintenance activities.

Provider Resources

Radiology Tutorial

Genetic Testing Tutorial

Registration

FAQ - Medicare AUC Program

Tutorial - Medicare AUC Program

Existing orders can be viewed from the “**Check Order Status**” tab

Select the member’s **health plan**

Select the **Order Type**

Enter either the **Order #** or the **Member ID #** and **Name/DOB**

Press the “**Find This Order**” button.

How to check an order status

Order Inquiry

Logout

Select Health Plan and Search by Method to perform an Order Inquiry. Please complete all known search fields thoroughly and accurately so that your search may be limited as much as possible.

Order Inquiry

Health Plan:

Search by:

Member

SELECT SEARCH TYPE

☒ Member ID + DOS

☐ Member ID + Name

MEMBER ID

AlphaPrefix*Number

DATE OF BIRTH

MM/DD/YYYY

Find

Clear

Order Search Results

Order/Status	Member Name	Member Number	Start Date	Ordering Provider	Expires
110063654	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	148 days
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/14/2017	SCULLY, THOMAS	

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100 101 102 103 104 105 106 107 108 109 110 111 112 113 114 115 116 117 118 119 120 121 122 123 124 125 126 127 128 129 130 131 132 133 134 135 136 137 138 139 140 141 142 143 144 145 146 147 148 149 150 151 152 153 154 155 156 157 158 159 160 161 162 163 164 165 166 167 168 169 170 171 172 173 174 175 176 177 178 179 180 181 182 183 184 185 186 187 188 189 190 191 192 193 194 195 196 197 198 199 200 201 202 203 204 205 206 207 208 209 210 211 212 213 214 215 216 217 218 219 220 221 222 223 224 225 226 227 228 229 230 231 232 233 234 235 236 237 238 239 240 241 242 243 244 245 246 247 248 249 250 251 252 253 254 255 256 257 258 259 260 261 262 263 264 265 266 267 268 269 270 271 272 273 274 275 276 277 278 279 280 281 282 283 284 285 286 287 288 289 290 291 292 293 294 295 296 297 298 299 300 301 302 303 304 305 306 307 308 309 310 311 312 313 314 315 316 317 318 319 320 321 322 323 324 325 326 327 328 329 330 331 332 333 334 335 336 337 338 339 340 341 342 343 344 345 346 347 348 349 350 351 352 353 354 355 356 357 358 359 360 361 362 363 364 365 366 367 368 369 370 371 372 373 374 375 376 377 378 379 380 381 382 383 384 385 386 387 388 389 390 391 392 393 394 395 396 397 398 399 400 401 402 403 404 405 406 407 408 409 410 411 412 413 414 415 416 417 418 419 420 421 422 423 424 425 426 427 428 429 430 431 432 433 434 435 436 437 438 439 440 441 442 443 444 445 446 447 448 449 450 451 452 453 454 455 456 457 458 459 460 461 462 463 464 465 466 467 468 469 470 471 472 473 474 475 476 477 478 479 480 481 482 483 484 485 486 487 488 489 490 491 492 493 494 495 496 497 498 499 500 501 502 503 504 505 506 507 508 509 510 511 512 513 514 515 516 517 518 519 520 521 522 523 524 525 526 527 528 529 530 531 532 533 534 535 536 537 538 539 540 541 542 543 544 545 546 547 548 549 550 551 552 553 554 555 556 557 558 559 560 561 562 563 564 565 566 567 568 569 570 571 572 573 574 575 576 577 578 579 580 581 582 583 584 585 586 587 588 589 590 591 592 593 594 595 596 597 598 599 600 601 602 603 604 605 606 607 608 609 610 611 612 613 614 615 616 617 618 619 620 621 622 623 624 625 626 627 628 629 630 631 632 633 634 635 636 637 638 639 640 641 642 643 644 645 646 647 648 649 650 651 652 653 654 655 656 657 658 659 660 661 662 663 664 665 666 667 668 669 670 671 672 673 674 675 676 677 678 679 680 681 682 683 684 685 686 687 688 689 690 691 692 693 694 695 696 697 698 699 700 701 702 703 704 705 706 707 708 709 710 711 712 713 714 715 716 717 718 719 720 721 722 723 724 725 726 727 728 729 730 731 732 733 734 735 736 737 738 739 740 741 742 743 744 745 746 747 748 749 750 751 752 753 754 755 756 757 758 759 760 761 762 763 764 765 766 767 768 769 770 771 772 773 774 775 776 777 778 779 780 781 782 783 784 785 786 787 788 789 790 791 792 793 794 795 796 797 798 799 800 801 802 803 804 805 806 807 808 809 810 811 812 813 814 815 816 817 818 819 820 821 822 823 824 825 826 827 828 829 830 831 832 833 834 835 836 837 838 839 840 841 842 843 844 845 846 847 848 849 850 851 852 853 854 855 856 857 858 859 860 861 862 863 864 865 866 867 868 869 870 871 872 873 874 875 876 877 878 879 880 881 882 883 884 885 886 887 888 889 890 891 892 893 894 895 896 897 898 899 900 901 902 903 904 905 906 907 908 909 910 911 912 913 914 915 916 917 918 919 920 921 922 923 924 925 926 927 928 929 930 931 932 933 934 935 936 937 938 939 940 941 942 943 944 945 946 947 948 949 950 951 952 953 954 955 956 957 958 959 960 961 962 963 964 965 966 967 968 969 970 971 972 973 974 975 976 977 978 979 980 981 982 983 984 985 986 987 988 989 990 991 992 993 994 995 996 997 998 999 1000 1001 1002 1003 1004 1005 1006 1007 1008 1009 1010 1011 1012 1013 1014 1015 1016 1017 1018 1019 1020 1021 1022 1023 1024 1025 1026 1027 1028 1029 1030 1031 1032 1033 1034 1035 1036 1037 1038 1039 1040 1041 1042 1043 1044 1045 1046 1047 1048 1049 1050 1051 1052 1053 1054 1055 1056 1057 1058 1059 1060 1061 1062 1063 1064 1065 1066 1067 1068 1069 1070 1071 1072 1073 1074 1075 1076 1077 1078 1079 1080 1081 1082 1083 1084 1085 1086 1087 1088 1089 1090 1091 1092 1093 1094 1095 1096 1097 1098 1099 1100 1101 1102 1103 1104 1105 1106 1107 1108 1109 1110 1111 1112 1113 1114 1115 1116 1117 1118 1119 1120 1121 1122 1123 1124 1125 1126 1127 1128 1129 1130 1131 1132 1133 1134 1135 1136 1137 1138 1139 1140 1141 1142 1143 1144 1145 1146 1147 1148 1149 1150 1151 1152 1153 1154 1155 1156 1157 1158 1159 1160 1161 1162 1163 1164 1165 1166 1167 1168 1169 1170 1171 1172 1173 1174 1175 1176 1177 1178 1179 1180 1181 1182 1183 1184 1185 1186 1187 1188 1189 1190 1191 1192 1193 1194 1195 1196 1197 1198 1199 1200 1201 1202 1203 1204 1205 1206 1207 1208 1209 1210 1211 1212 1213 1214 1215 1216 1217 1218 1219 1220 1221 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How to view order history

The screenshot shows the 'Order History' page in the AIM Specialty Health system. The page has a top navigation bar with a home icon and the text 'Order History'. Below this is a user welcome message 'Welcome DEMO TRAINING' and several navigation links: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. On the left side, there is a sidebar with icons and links for 'Start Your Order Request Here', 'Check Order Status', 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area features a search filter box with the following sections: 'Show me:' with radio buttons for 'My Orders' (selected) and 'My Group's Orders'; 'For:' with a list of medical specialties (Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, Musculoskeletal, Rehabilitation); 'Within the last:' with a dropdown menu set to '7 Days'; and 'With the status:' with a dropdown menu set to 'All'. A green 'Go' button is located to the right of the status dropdown. Below the search filters, the page displays a table titled 'Incomplete Orders' with a 'Records Per Page' dropdown set to '10'. The table has columns for Member Name, Member Number, Date of Service, Order Status, Ordering Provider, Entered Date, and Entered By. The first row of data shows a member named '85Public, Joan' with member number '376666677', service date '06/15/2020', status 'Incomplete', provider 'SAGI, SASHIDHAR', entered date '06/12/2020', and entered by 'TRAINING, DEMO'. At the bottom of the table, there are two green buttons: 'Print Preview' and 'Download to Excel'.

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
85Public, Joan	376666677	06/15/2020	Incomplete	SAGI, SASHIDHAR	06/12/2020	TRAINING, DEMO

View Order History provides access to orders that have been entered in the past 90 days

Select the desired timeframe from the **Within the last X** days.

Select from **With the Status**, the type of orders you wish to view, e.g. in progress or incomplete orders.

Press the “**Go**” button

Manage My Groups

The screenshot displays the AIM SpecialtyHealth ProviderPortal interface. At the top, the AIM SpecialtyHealth logo is on the left, and the ProviderPortal logo is on the right. Below the logos is a blue navigation bar with a home icon, 'Order Request', and a 'Logout' link. The main content area has a 'Welcome' message and three icons: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. On the left side, there are four links: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', and 'Access Your Optinet Registration'. In the center, a search form is open, featuring a date picker, radio buttons for 'Member ID + DOB' (selected) and 'Member ID + Name', input fields for 'Member ID' (containing 'Member Number') and 'Date of Birth' (containing 'MM/DD/YYYY'), and a green 'Find This Member' button. On the right, a 'Message Center' box contains a notice about application maintenance on Sundays.

AIM SpecialtyHealth

ProviderPortal

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 Member Number

Date of Birth MM/DD/YYYY

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 more customized and easier experience, AIM *ProviderPortal* has integrated a service called “**My Groups**”.

This will allow you to add your groups as favorites and make the provider selection process much easier.

From the **Main Home page**, you can manage your groups lists.

This will be done by selecting “**Manage Your Physician List**”

Manage My Groups

From this page, you can add and remove groups from your list at any time.

You will only need the health plan name that you are adding that group through.

Manage My Groups

Logout

AIM has partnered with the health plan(s) to ensure the most current information is available for your selection.

Choose the group to edit or remove from the list below.

My Groups

Records Per Page10

Client Key	Health Plan	Action
		Remove
		Remove
		Remove
		Remove
		Remove
		Remove
		Remove
		Remove
		Remove
		Remove

1 of 6


Total Number of Records Found: 60


Add New Health Plan


Manage Group List


Reference Desk


Welcome DEMO TRAINING


 [Manage Your Physician List](#)


 [Manage Your User Profile](#)


 [Reference Desk](#)











 [Start Your Order Request Here](#)

 [Check Order Status](#)

 [View Order History](#)

 [Check Claim Status](#)

 [Access Your Optinet Registration](#)

 Tutorials Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)	 Next Generation Solutions Tutorial
 Diagnostic Imaging Clinical Guidelines Guidelines for imaging modalities, including CT, MRI, MRA, and PET. Also available are guidelines for pediatric imaging.	 UM Mailbox Search for and view letters and/or files for the selected health plan.
 Cardiovascular Clinical Guidelines Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, cardiac PET, and arterial ultrasound.	 Diagnostic Imaging CPT Codes View a list of all of the CPT Codes that are included in the selected health plan's Radiology Benefit Management program.
 Sleep Management Clinical Guidelines Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.	 Surgical Procedures CPT Codes View a list of all of the CPT Codes that are included in the selected health plan's Surgical Procedures program.
 Musculoskeletal Clinical Guidelines Guidelines for spine surgeries, joint surgeries, and interventional pain management.	 Sleep Management HCPCS Codes View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.

Training Tutorials, clinical guidelines, and CPT Codes included in the program are located within the Reference Desk.

Adding a health plan to an existing user account

The screenshot shows the 'Order Request' page of the AIM Specialty Health portal. The top navigation bar includes a home icon and the text 'Order Request'. Below this, a secondary navigation bar contains links: 'Welcome DEMO TRAINING', 'Manage Your Physician List' (with a doctor icon), 'Manage Your User Profile' (with a user icon), and 'Reference Desk' (with a book icon). On the left side, there is a vertical menu with five options: 'Start Your Order Request Here' (with a folder icon), 'Check Order Status' (with a checkmark icon), 'View Order History' (with a document icon), 'Check Claim Status' (with an envelope icon), and 'Access Your Optinet Registration' (with a document icon). The main content area features a large white box titled 'Find This Member'. Inside this box, there are three sections: 1. 'Select the date of service' with a text input field, a calendar icon, and a help icon. 2. 'Select the search type' with two radio button options: 'Member ID + DOB' (selected) and 'Member ID + Name'. 3. 'Member ID' and 'Date of Birth' fields. The 'Member ID' field has a placeholder 'Member Number' and a help icon. The 'Date of Birth' field has a placeholder 'MM/DD/YYYY'. At the bottom of the 'Find This Member' box is a green button labeled 'Find This Member'.

Associating multiple health plans to one user login account

1. Select **“Manage Your User Profile”** on the home page
2. In the User Role tab, select **“Add a New Health Plan”**
3. Select the new health plan to associate to your login account and enter at least one identifier to associate with that health plan (e.g. TIN, NPI, etc.)

Adding a health plan to an existing user account

User Role

User Information

Account Information

Notification

Change Password

User Role

Ordering Provider

Health Plan Utilization Review Programs

☒ Enabled

Health Plan(s):

Health Plan One

Add New Health Plan

Manage My Groups

Add New Health Plan

Health Plan Provider Association

Health Plans Found

The Provider Identifier allows AIM to associate the appropriate providers to your account. Please enter at least one provider identifier for each health plan you select. If you need to enter more than one ID for a health plan, simply enter a comma (,) between each complete provider identifier.

☐ Health Plan One

Group TIN

Ordering Provider TIN

☒ Health Plan Two

Group TIN

Ordering Provider TIN

☐ Health Plan Three


Group TIN

Ordering Provider TIN

Cancel

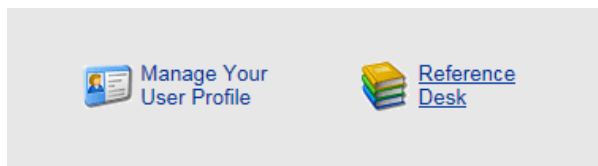
Next >

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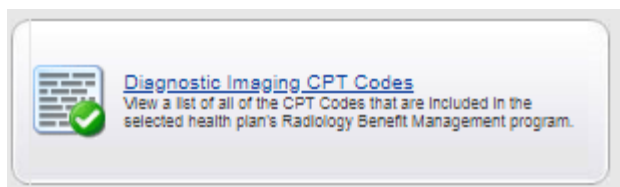


Viewing CPT codes included in the program

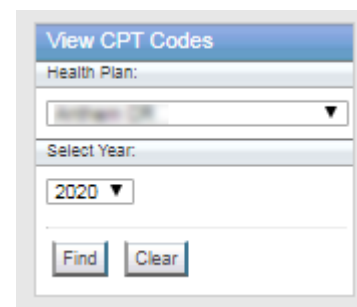
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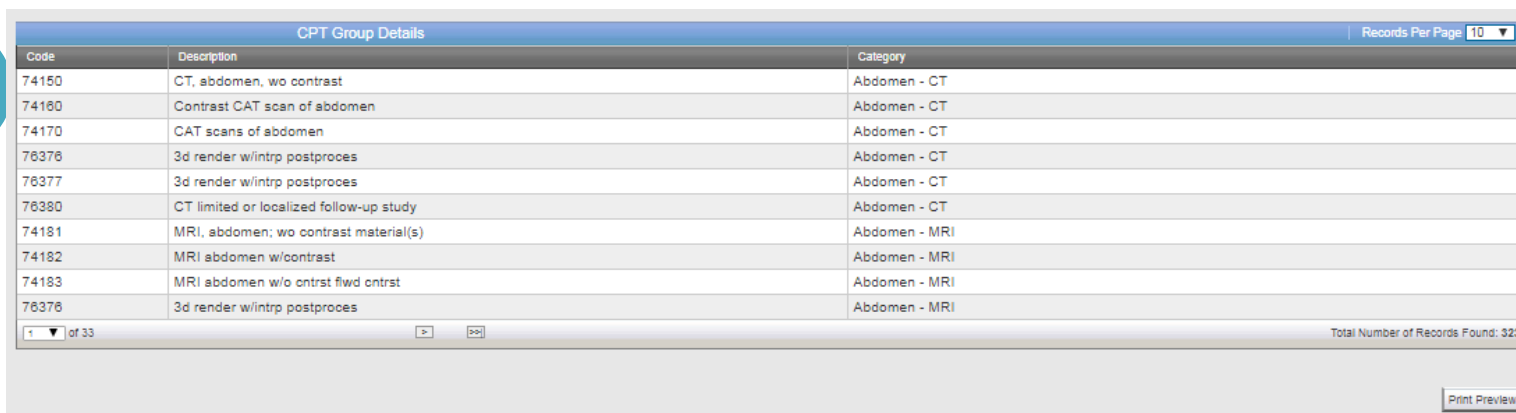
2



3

A screenshot of a form titled 'View CPT Codes'. It has two dropdown menus: 'Health Plan:' and 'Select Year:'. The 'Health Plan' dropdown is set to 'Western CA'. The 'Select Year' dropdown is set to '2020'. At the bottom are 'Find' and 'Clear' buttons.

4



CPT Group Details			Records Per Page 10
Code	Description	Category	
74150	CT, abdomen, w/o contrast	Abdomen - CT	
74160	Contrast CAT scan of abdomen	Abdomen - CT	
74170	CAT scans of abdomen	Abdomen - CT	
76376	3d render w/intrp postprocs	Abdomen - CT	
76377	3d render w/intrp postprocs	Abdomen - CT	
76380	CT limited or localized follow-up study	Abdomen - CT	
74181	MRI, abdomen; w/o contrast material(s)	Abdomen - MRI	
74182	MRI abdomen w/contrast	Abdomen - MRI	
74183	MRI abdomen w/o ontrst flwd ontrst	Abdomen - MRI	
76376	3d render w/intrp postprocs	Abdomen - MRI	

1 of 33 Total Number of Records Found: 323

Print Preview

1. Select “**Reference Desk**” from the home page.

2. Select “**Diagnostic Imaging CPT Codes**”.

3. Within the view CPT Codes, select the “**Health Plan**” name, and “**year**”.

4. Click “**Find**”.

5. Use the arrows to view the multiple pages of included CPT codes.

6. Select “**Print Preview**” to view and print the CPT code list.

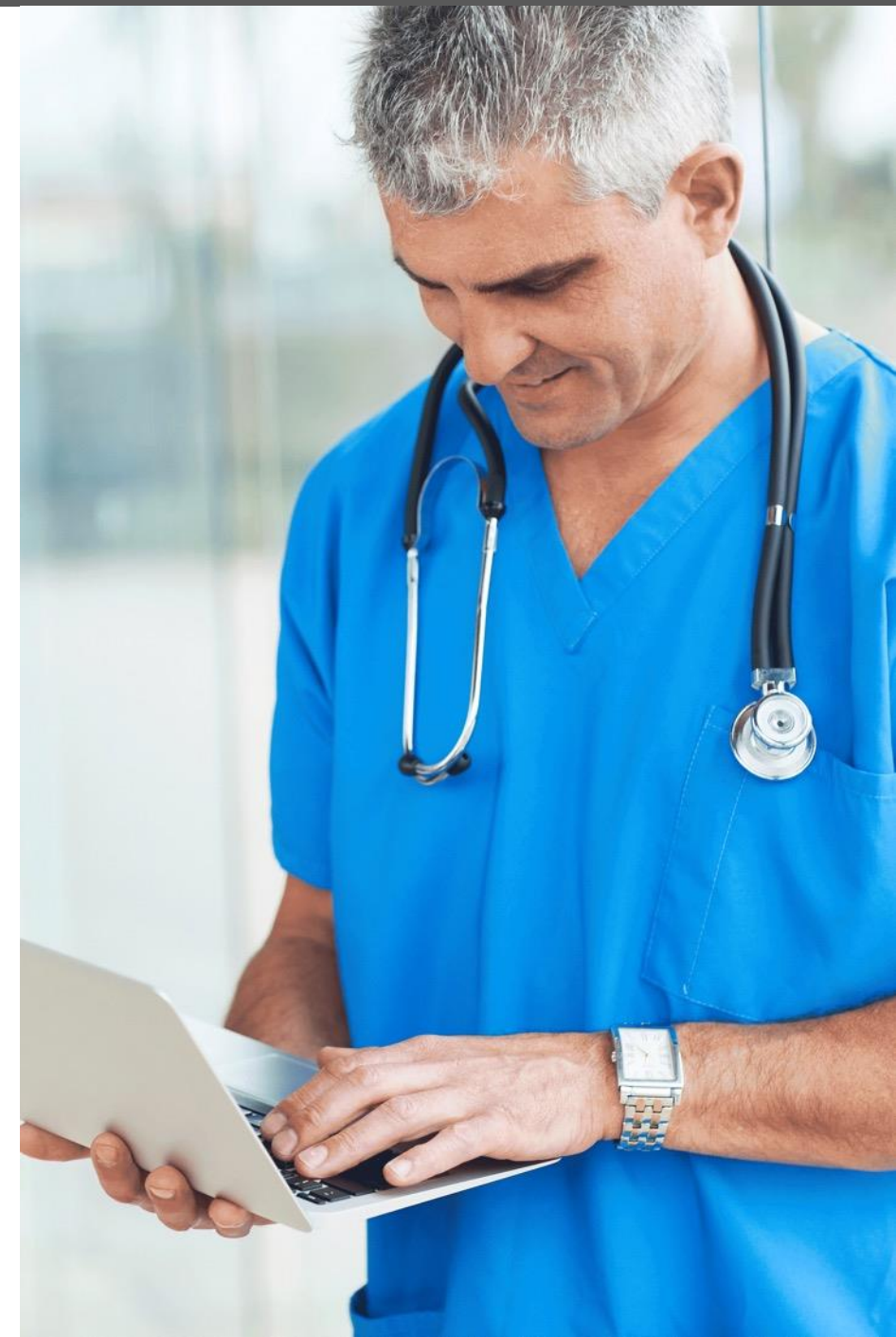
Reminders





AIM conducts a provider satisfaction survey annually in December.

Please be sure to participate!



Questions?



Radiology Program provider website:
www.AIMProviders.com/radiology



Cardiology Program provider website:
www.AIMProviders.com/cardiology

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.