



Healthy Blue



# Genetic Testing Solution

PROVIDER OFFICE STAFF END USER TRAINING

June 5, 2020

# Objective

Effective January 1, 2021, AIM\* will manage genetic testing reviews for Nebraska Medicaid membership through a program called the Genetic Testing Program. Our objective today is to help you understand what this means to you and your practice.

## Agenda

- Introduction to AIM Specialty Health
- Genetic Testing Program Overview
- Preparing for the Genetic Testing Program AIM **ProviderPortal<sub>SM</sub>** 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

# Genetic specialists are available for provider staff through AIM and InformedDNA's partnership



The specialty benefits management partner of choice for plans nationwide



**>90 genetic specialists,  
>150 physicians, and  
1 proven process**

**Together, we support appropriate,  
affordable genetic testing services  
across all medical specialties and  
subspecialties**



An unparalleled bench of genetics expertise for utilization management, medical policy and network consultancy



# Genetic Testing Program overview

# Meet the genetic testing team



**Rebecca Sutphen**

MD  
Chief Medical Officer InformedDNA



**Karen Lewis**

MS, MM, CGC  
Clinical Architect of Genetics  
Genetic Testing



**Shanna Gustafson**

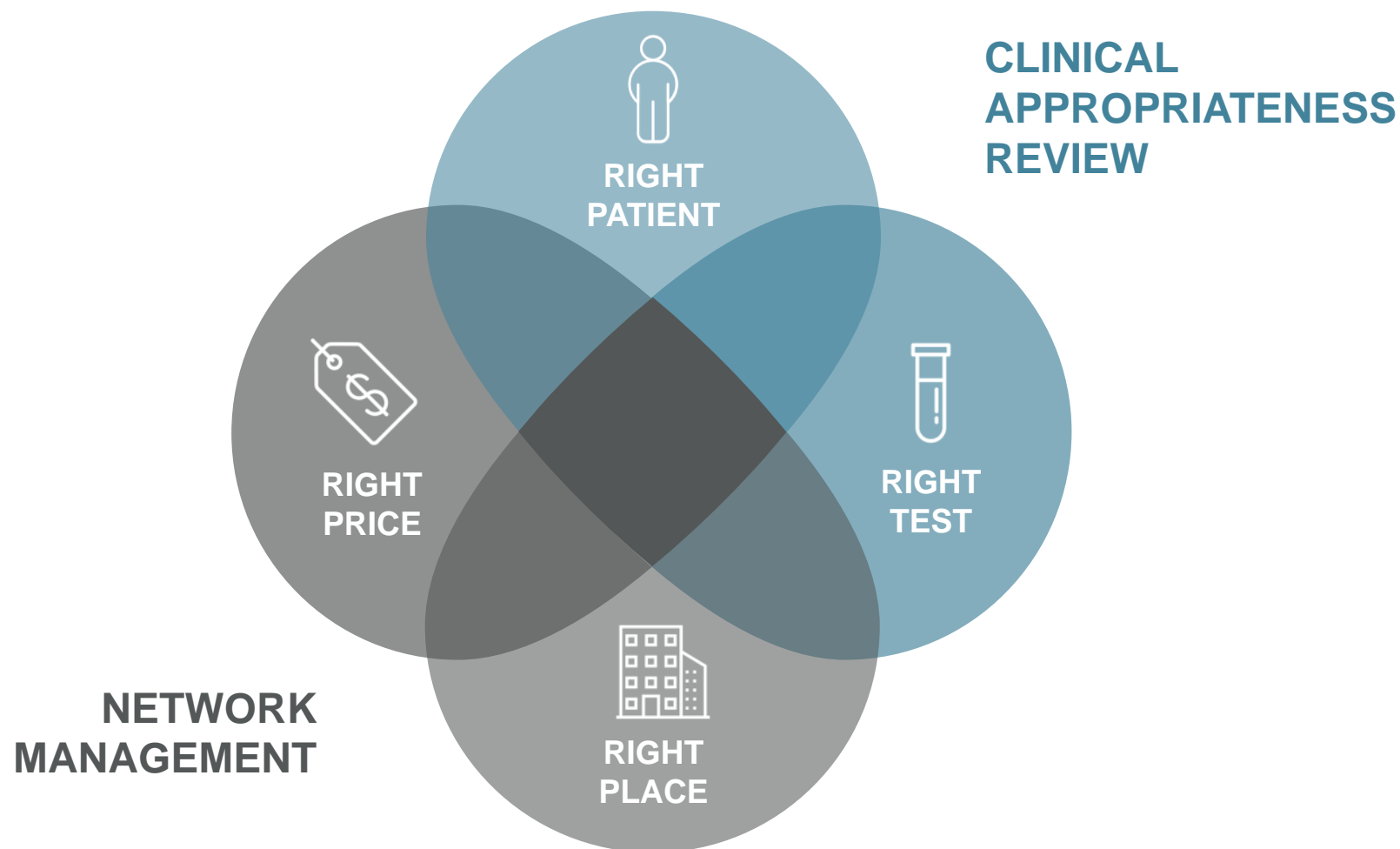
MPH, MS, CGC  
Senior Client Executive  
InformedDNA



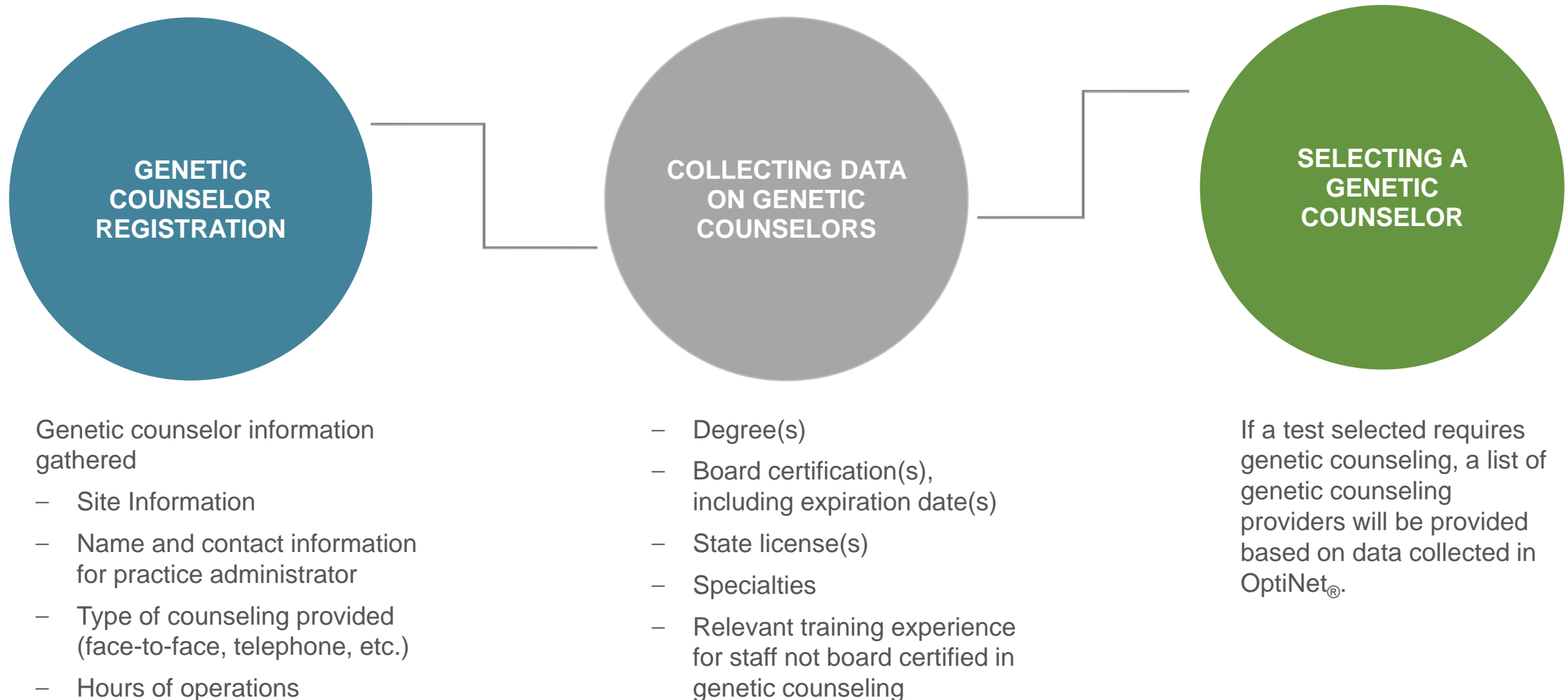
**Julie Hedrick Degner**

MS, CGC  
Solution Director  
Genetic Testing

# Our solution addresses the medical and business practice complexities of genetic testing



# OptiNet captures data on providers / facilities who perform genetic counseling



# Services requiring preauthorization

## Test categories included:

---

- Reproductive carrier screening
- Prenatal testing
- 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

\* Genetic counseling may be required for tests within these categories.



**GENETIC  
TESTING**

# Settings requiring preauthorization

**Utilization management (UM) program:**  
clinical appropriateness and authorization review with claims denials



## Included setting:

- Genetic testing laboratories

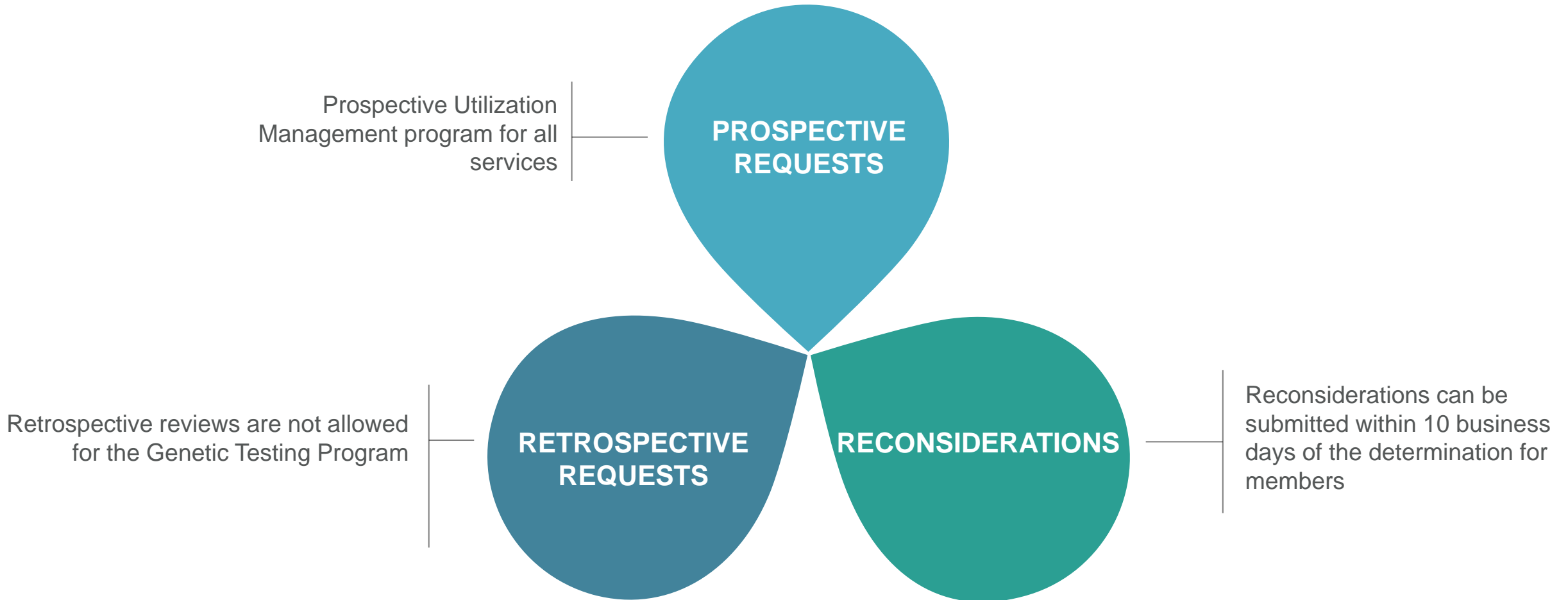


## Excluded setting:

- Inpatient studies
- Studies performed as part of ER/observations visit
- Studies that are a component of outpatient elective surgery



# Ordering provider initiated requests



# Clinical review steps

## 1 Case intake

**Submission captured** through our online **ProviderPortal<sub>SM</sub>** or directly with a referral specialist within one of our call centers

Member and ordering provider demographics

Test requested and laboratories available

## 2 Case review

Requests are **reviewed in real time** against applicable CMS coverage determinations (NCD/LCD's) or Anthem Medical policy

## 3 Education and intervention

**Facilitate genetic counseling** when needed

**Peer-to-peer discussion** if previous adjudication indicated that 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

# How long is a preauthorization valid?



ORDER NUMBER VALID TIMEFRAME IS BASED ON:

**The current date + 90 days**

# AIM closes most cases within 24 hours



## Case turn around times

### CASE

<hr/>		<hr/>	
Non-urgent Nebraska Medicaid	—————●	Shall close within 14 calendar days of receipt of the request	
Urgent Nebraska Medicaid	—————●	Shall close within 72 hours of the receipt of request	



# Preparing for the Genetic Testing Program

# Submitting an order request



## ***ProviderPortal***

- Register at [www.providerportal.com](http://www.providerportal.com)
- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- ***ProviderPortal*** support team: (800) 252-2021
- AIM clinical guidelines available on ***ProviderPortal***



## **AIM contact center**

- Dedicated toll-free number for members: (855)574-6478
- Contact center hours: Monday – Friday 7 AM – 7 PM 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:

Medicaid



## Excluded lines of business:

All other lines of business

*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

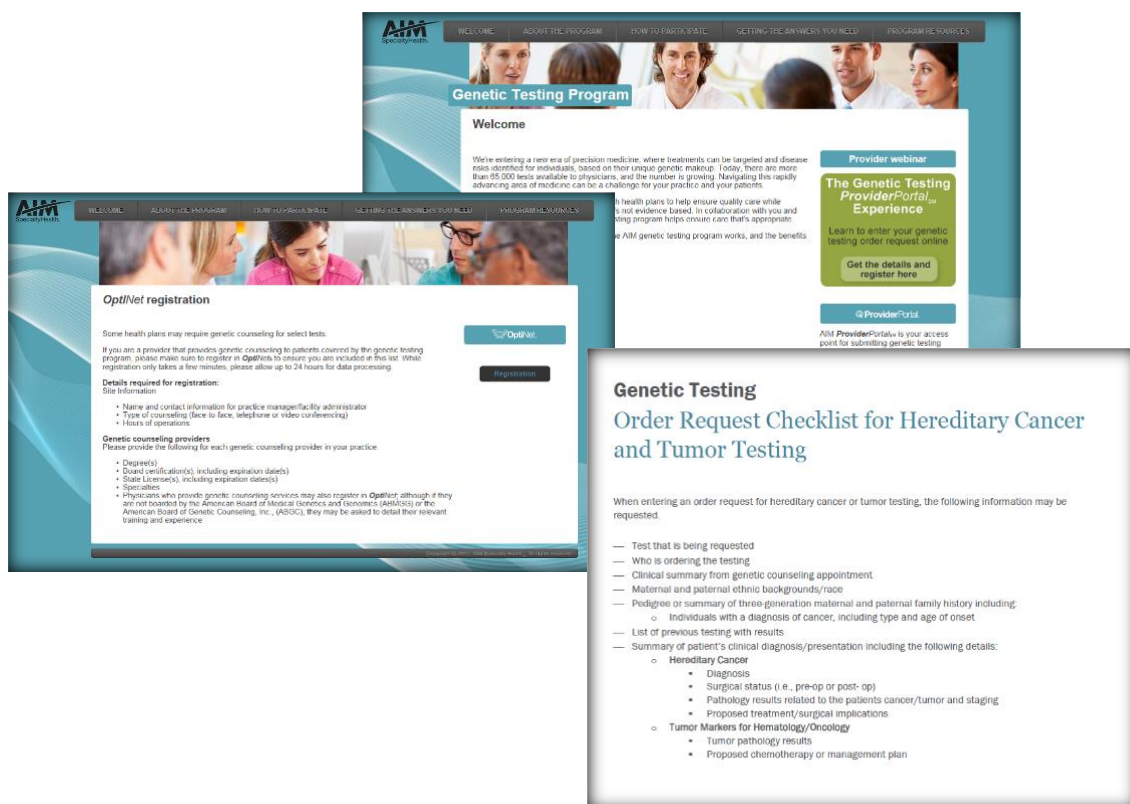
- ☐ Member's first and last name, and date of birth
- ☐ Ordering provider's first and last name
- ☐ Test being requested and laboratory

## Clinical information

- ☐ Summary of patient's clinical diagnosis
- ☐ Clinical summary from genetic counseling appointment
- ☐ Pedigree or summary of three-generation maternal and paternal family history
- ☐ Maternal and paternal ethnic background/race



# Genetic testing provider microsite



Providers can visit the microsite for:

- › Clinical guidelines development process
- › OptiNet registration for genetic counselors
- › How to register on the AIM **ProviderPortal**
- › How to enter an order request
- › Order request checklists
- › FAQs



Look for these items at  
[www.aimprovider.com/genetictesting](http://www.aimprovider.com/genetictesting)

# *ProviderPortal* highlights

## *ProviderPortal* modules

Start your  
order request

Check order  
status

View order  
history

Manage your  
physician list

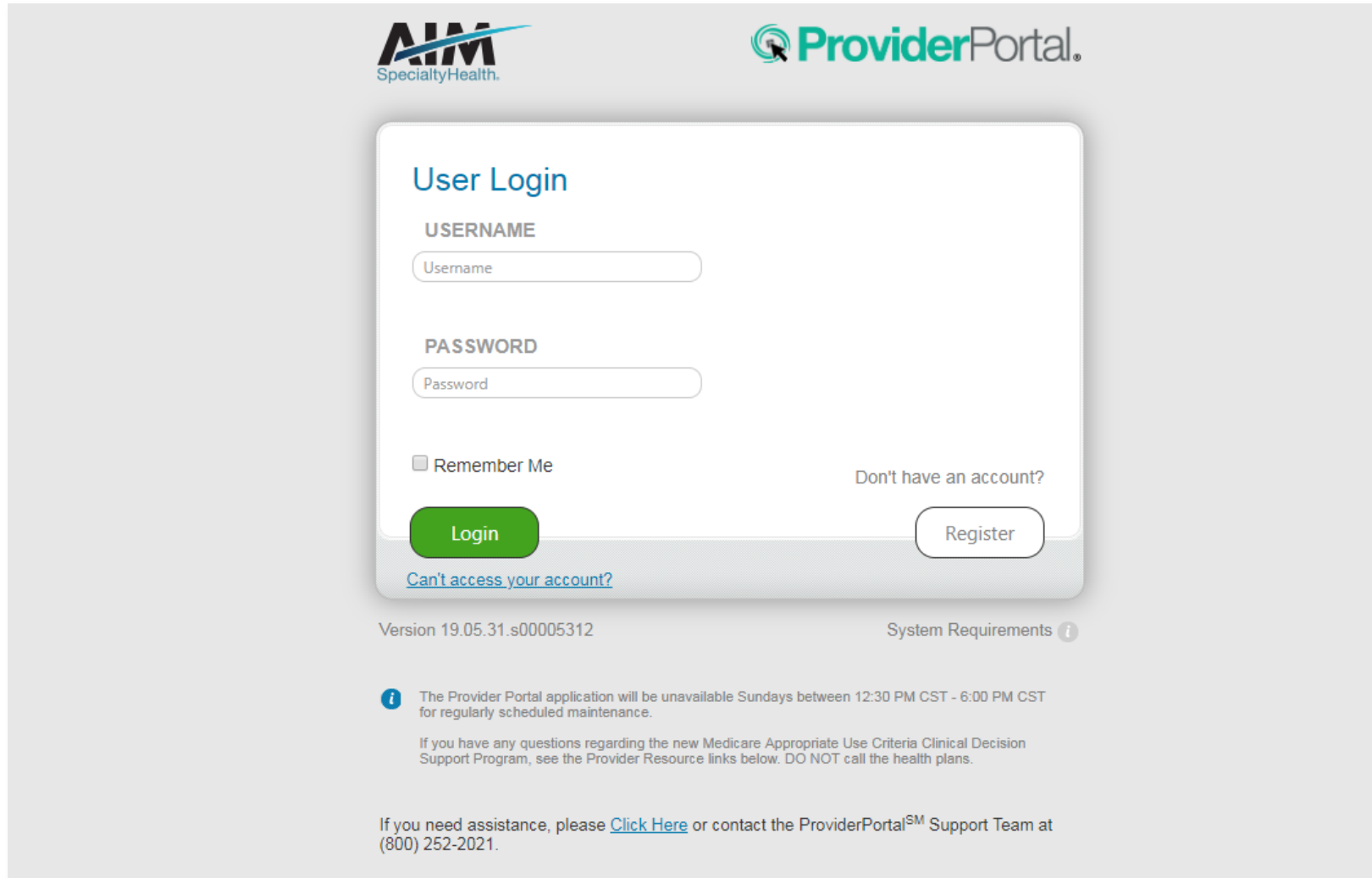
Manage your  
user profile

Reference desk  
Training/tutorials  
Forms

## *ProviderPortal* access and registration

- Register at AIM via [www.providerportal.com](http://www.providerportal.com)
- Select your User Role
- Enter User Name and Password
- Enter value for unique key (I.e. TIN, NPI)
- Check your inbox for an email from AIM

# 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 at the top. Below it are two input fields: "USERNAME" with a placeholder "Username" and "PASSWORD" with a placeholder "Password". Below the password field 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 white box are two buttons: a green "Login" button and a white "Register" button with a gray border. Below the white box is a link "Can't access your account?". At the bottom of the page, there is a version number "Version 19.05.31.s00005312", a link "System Requirements" with an information icon, and a notice about system maintenance. At the bottom, there is a link "Click Here" and contact information for the ProviderPortal Support Team.

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](#)

**i** 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.

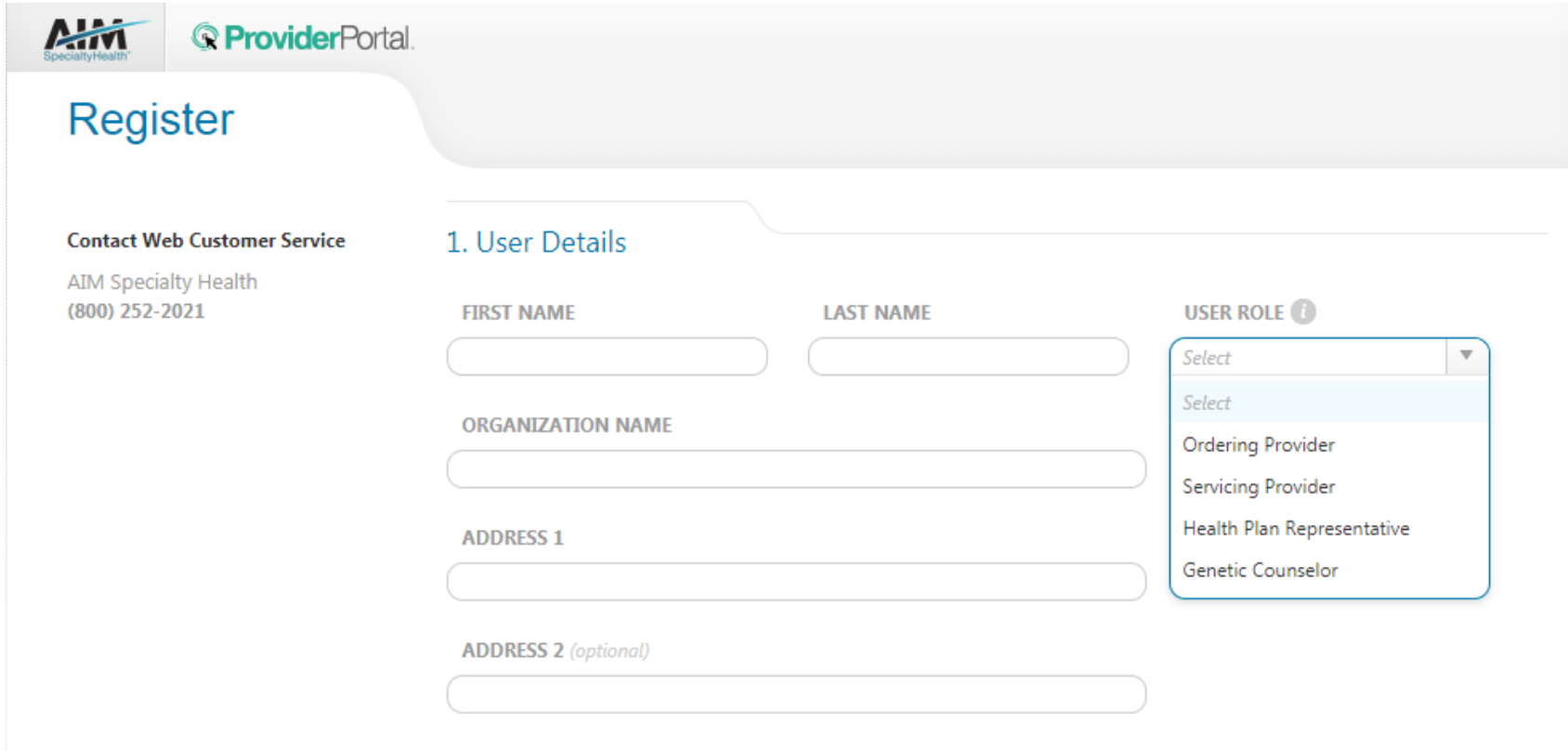
If you need assistance, please [Click Here](#) or contact the ProviderPortal<sup>SM</sup> Support Team at (800) 252-2021.

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

## To create a preauthorization request:

1. Enter the date you expect the genetic testing to begin in the **“Date of Service”** field

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

Member Search Results						Records Per Page
						10
Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan
SMITH JANE	000000001	Employee	F	5/3/1983	IL	HealthPlanOne
<< < 1 > >>						DISPLAYING 1-1 OF 1 RESULTS
Total Number of Records Found: 1						
				Change Member Search Criteria		Delete This Request

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

# Order type selection



Order Request

Help | Logout

1 2 3 4 5

SMITH, JACK

Member #: 1234567890

Date of Birth: 6/12/1985

Ordering Provider:

Edit

Date of Service: 6/13/2020


Health Plan: HealthplanOne

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 “**Genetic Testing**” and then click 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

SMITH, JANE  
MEMBER #: 000000001  
Date of Birth: 5/3/1983  
Ordering Provider: ABEL, JOE

Edit  
Edit  
Edit

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

Ordering Provider Search

Search Type:  
☒ Name  
☐ TIN or NPI  
☐ Address

FIRST NAME:  
JACK

LAST NAME:  
ABEL

STATE  
Please Select

Find Clear

RecentFavoritesSearch Results

Ordering Providers | Records Per Page 10

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

Total Number of Records Found: 10

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.

You may choose to search for provider using Name, TIN or NPI, or Address.

# Ordering provider fax confirmation

**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 / Edit

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

Ordering Provider Search

Search Type:  
☒ Name  
☐ TIN or NPI  
☐ Address

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

Find Clear

Recent Favorites Search Results

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, JOHNNY	888 ACHT ST.	SKY		Internal Medicine	HEALTHONE
ABEL, PAT	9 NOVE DR.	SKY		Pulmonary Diseases	HEALTHTWO
ABEL, PATRIC	10 DEZ ST.	LAND		Miscellaneous	HEALTHTHREE
				Neurology	HEALTHONE
				Pediatrics	HEALTHFIVE
				Infectious Diseases	HEALTHSIX
				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.

# Patient diagnosis and search for test



Patient Condition or Diagnosis Section

Provide the patient condition or diagnosis 

 **Z31.430** Encounter of female for testing for genetic disease carrier status for procreative management

Provide Genetic Test Information Condition or Diagnosis Section






Enter the test information to search for and select the requested Genetic Test.

Provide the Genetic Test Information

Enter the test information to search for and select the requested Genetic Test.

Filter by: Laboratory:

Genetic Tests	Laboratory:	Network Status:
<input type="radio"/> 508 ONLY (CFTR) - LabTwo	 LabTwo	IN
<input type="radio"/> CFTR Screening Panel (CF33)-LabTwo	 LabTwo	IN
<input type="radio"/> Cystic Fibrosis Profile (32 mutations)-LabOne	 LabOne	IN
<input type="radio"/> 508 FIRST (DeltaF508 Reflex to CFTR Amplified)-LabTwo	 LabTwo	IN
<input type="radio"/> Ashkenazi Jewish Mutation Analysis Panel Without Cystic Fibrosis-LabThree	 LabThree	IN
<b>▼ Additional Genetic Tests</b>		
<input type="radio"/> CFnxt-LabFour	LabFour	OUT
<input type="radio"/> CFTR Screening Panel (CF102)-LabTwo	LabTwo	IN
<input type="radio"/> CFTR Targeted Mutation Analysis-LabTwo	LabTwo	OUT
<input type="radio"/> Cystic Fibrosis (CFTR) 165 Pathogenic Variants-LabTwo	LabTwo	IN
<input type="radio"/> Cystic Fibrosis Mutation Analysis 106-Mutaiton Panel-LabThree	LabThree	IN
<input type="radio"/> Preparent Carrier Screen-Jewish Panel (w/wo expanded Cystic Fibrosis)-LabFour	LabFour	OUT

Not able to find your test? Try a different Test Category or [Manually Add a Genetic Test](#)

Enter the **primary ICD 10 diagnosis code** for the patient.

**Search for the genetic test** you would like to request.

You are able to **search by the name of the test or key words** associated with the test. You may also filter by laboratory.


If you are unable to find a test, you may click on “**Manually Add a Genetic Test**” and follow the instructions given.

# Confirm the sample collection date

Patient Condition or Diagnosis Section

Provide the following information for the patient's genetic sample:

**When is the sample collection date?**

10/9/2018 

The Sample Collection Date is used to determine the valid authorization period for the request, based on health plan rules.

If the date is not changed, it will default to today's date.

Select “**Continue**” to proceed to the next step.

# Clinical information entry

Enter the Patient Clinical Information

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

Has cystic fibrosis carrier screening been performed previously for this patient?

☒ No, we have no record of previous screening

☐ Yes, screening was performed previously

☐ Unknown

Next Question

Depending on previous responses, you may be asked a series of clinical questions.

These questions are based on the criteria set by the member's health plan.

Continue answering all questions until you are taken to the Order Request Preview.

# Review and submit your request

The screenshot displays the 'Order Request Preview' page in the AIM Specialty Health Provider Portal. At the top, there are navigation links for 'Order Request', 'Help', and 'Logout'. Below these are buttons for 'Submit this Request', 'Delete This Request', 'Go to My Homepage', 'PDF', and 'Print'. The main content area shows the request status as 'Has Not Been Submitted' and the health plan as 'Healthplan1'. It lists member information for Jane Smith, ordering provider information for Joe Abel, and servicing provider information for LabOne. A disclaimer states that the clinical information was obtained by AIM through the order entry process and has not been independently verified. A table titled 'Requested Tests' shows a single entry for 'Cystic Fibrosis Profile (32 Mutations)-LabOne' with a 'View Details' link. Below this is a 'Diagnosis' section showing 'Z31.430 Encntr fem test gntc dz carr status'. Finally, a 'Clinical Information (+)' section contains a 'Justification Questions' table with one question about previous screening, answered 'No, we have no record of previous screening'.

**AIM Specialty Health** ProviderPortal

Order Request Help | Logout

Submit this Request Delete This Request Go to My Homepage PDF Print

**Order Request Preview**

Health Plan: Healthplan1

Request Status: Has Not Been Submitted

Member Information:  
**Jane Smith**  
Member #: 000000001  
111 Sample Lane  
DOB: 5/25/1983  
Phone: 111-222-2222

Ordering Provider:  
**Abel, Joe**  
12 BEACH DR.  
LAND, IL 55555  
Fax: 111-333-3334  
NPI: 999999999

Servicing Provider:  
**LabOne**  
333 Third Street  
Water, IL 55555-0000  
Phone: 111-111-1111  
NPI: 888888888

The Clinical information displayed was obtained by AIM through the order entry process. The information is being displayed for the convenience of the user and has not been independently verified or clinically reviewed.

**Requested Tests**

Test	Request Status	Reason	Action
Cystic Fibrosis Profile (32 Mutations)-LabOne			<a href="#">View Details</a>

**Diagnosis**

**Z31.430** Encntr fem test gntc dz carr status

**Clinical Information (+)**

**Justification Questions:**

Has cystic fibrosis screening been performed previously for this patient?	No, we have no record of previous screening
---	---

The **Order Request Preview** allows you to verify all information is correct prior to submitting the request.

Click **“Submit this Request”** to finish.

You may also **“Save and Exit”** the case to return later.

When the patient meets clinical criteria, you will receive your order ID number instantly.

You may **save** the **Order Request Summary** that is displayed as a PDF, or print a paper copy.



## 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 'Order Inquiry' and a 'Logout' link. Below this, a secondary bar contains links for 'Welcome DEMO TRAINING', 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A left-hand sidebar lists several actions: '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', features a dropdown menu currently set to 'Aetna'. The second section, 'Select the order type', lists various medical services with radio buttons for selection: 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 buttons: 'Order ID + DOB' (selected) and 'Order ID + Name'. Further down, there are input fields for 'Order ID' (with placeholder text 'Order ID number') and 'Date of Birth' (with placeholder text '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 specific 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

Aetna

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 Order ID number

Date of Birth MM/DD/YYYY

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 + DOB

☐ Member ID + Name

MEMBER ID

333333333

DATE OF BIRTH

01/01/1985

Find

Clear

Order Search Results

Order/Status	Member Name	Member Number	Start Date	Ordering Provider	Expires
<a href="#">110144761</a>	85DUCK, DAISY	333333333	4/23/2020	SCULLY, THOMAS	36 days
<a href="#">Voluntarily Withdrawn</a>	85DUCK, DAISY	333333333	4/23/2020	SCULLY, THOMAS	
<a href="#">Voluntarily Withdrawn</a>	85DUCK, DAISY	333333333		SCULLY, THOMAS	
<a href="#">In Progress</a>	85DUCK, DAISY	333333333		SCULLY, THOMAS	

DISPLAYING 1-4 OF 4 RESULTS

Multiple Decisions Rendered

Back to Search results

Print Preview

All orders that have been processed for the member will be listed in the **Order Search Results** page

Click on the hyperlink in the **Order/Status** column to see detailed data for any individual order.

The Order Request Summary will display upon selecting the Order/Status.

# How to view order history

The screenshot shows the 'Order History' web application interface. The top navigation bar includes a home icon and the text 'Order History'. Below this, a welcome message 'Welcome DEMO TRAINING' is displayed alongside links for 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A sidebar on the left contains several action buttons: 'Start Your Order Request Here', 'Check Order Status', 'View Order History' (highlighted), 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area features a search filter section with the following options:

- Show me:** ☒ My Orders, ☐ My Group's Orders
- For:**
  - ☐ Diagnostic Imaging
  - ☐ Cardiovascular
  - ☐ Specialty Drug
  - ☐ Radiation Therapy
  - ☐ Sleep Management
  - ☐ Chemotherapy and Supportive Drugs
  - ☐ Surgical Procedures
  - ☒ Genetic Testing
  - ☐ Musculoskeletal
  - ☐ Rehabilitation
- Within the last:** 7 Days (dropdown)
- With the status:** All (dropdown)
- Go** (button)

Below the search filters, the application displays a table of orders. The table has a header row with the following columns: Member Name, Member Number, Date of Service, Order Status, Ordering Provider, Entered Date, and Entered By. The table contains one row of data for a member named 85BELL, TINKER, with a member number of 378198033, a date of service of 06/10/2020, and an order status of 'Expired'. The ordering provider is SCULLY, THOMAS, and the order was entered on 06/10/2020 by Training, Demo. Below the table, there are two buttons: 'Print Preview' and 'Download to Excel'.

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
85BELL, TINKER	378198033	06/10/2020	Expired	SCULLY, THOMAS	06/10/2020	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 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 is a blue navigation bar with 'Order Request' and 'Logout' links. 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, 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 highlighted with a white border. It contains the following fields: 'Select the date of service' with a calendar icon, 'Select the search type' with radio buttons for 'Member ID + DOB' (selected) and 'Member ID + Name', 'Member ID' with a text input field containing 'Member Number', and 'Date of Birth' with a text input field containing 'MM/DD/YYYY'. A green 'Find This Member' button is at the bottom of the form. On the right, there is a 'Message Center' box with a notice about application maintenance.

AIM Specialty Health

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](#)


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 [Start Your Order Request Here](#)


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 [Check Order Status](#)


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 [View Order History](#)











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 [Check Claim Status](#)

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 [Access Your Optinet Registration](#)

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

Training Tutorials and AIM Clinical Guidelines are located within the Reference Desk.

# Adding a health plan to an existing user account

The screenshot displays the 'Order Request' page of the AIM Specialty Health system. The top navigation bar includes a home icon and the text 'Order Request'. Below this, a secondary 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). A left sidebar lists several actions: '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 'Find This Member' form. This form includes a 'Select the date of service' field with a calendar icon, a 'Select the search type' section with radio buttons for 'Member ID + DOB' (selected) and 'Member ID + Name', and input fields for 'Member ID' (containing 'Member Number') and 'Date of Birth' (with a 'MM/DD/YYYY' placeholder). A green 'Find This Member' button is positioned at the bottom of the form.

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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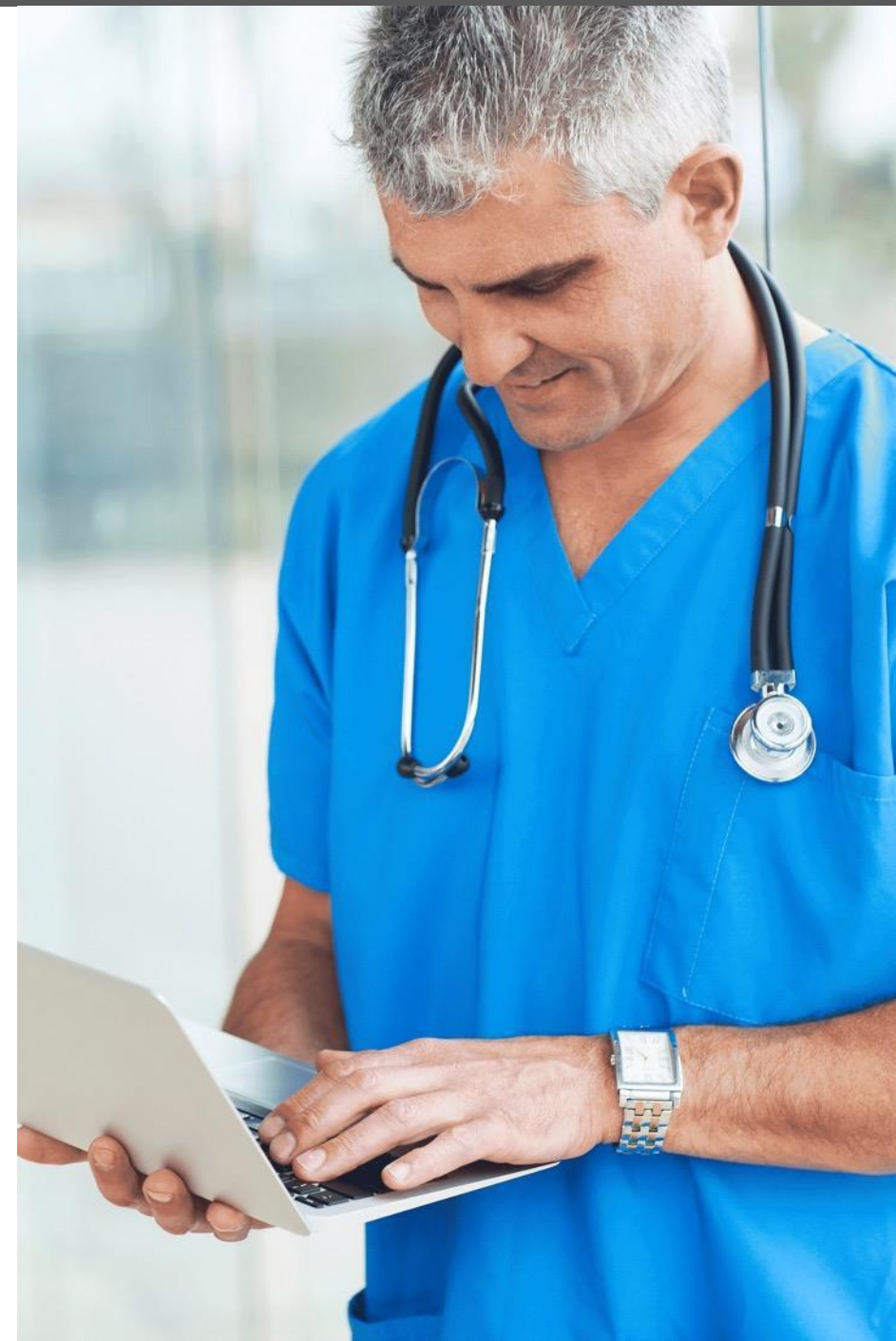
# Reminders





# AIM conducts a provider satisfaction survey annually in December.

**Please be sure to participate!**



# Questions?



**Genetic Testing Program provider website:**  
[www.AIMProvider.com/genetictesting](http://www.AIMProvider.com/genetictesting)

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

Healthy Blue is the trade name of Community Care Health Plan of Nebraska, Inc., an independent licensee of the Blue Cross and Blue Shield Association.

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