



Healthy Blue



Musculoskeletal Solution

PROVIDER OFFICE STAFF END USER TRAINING

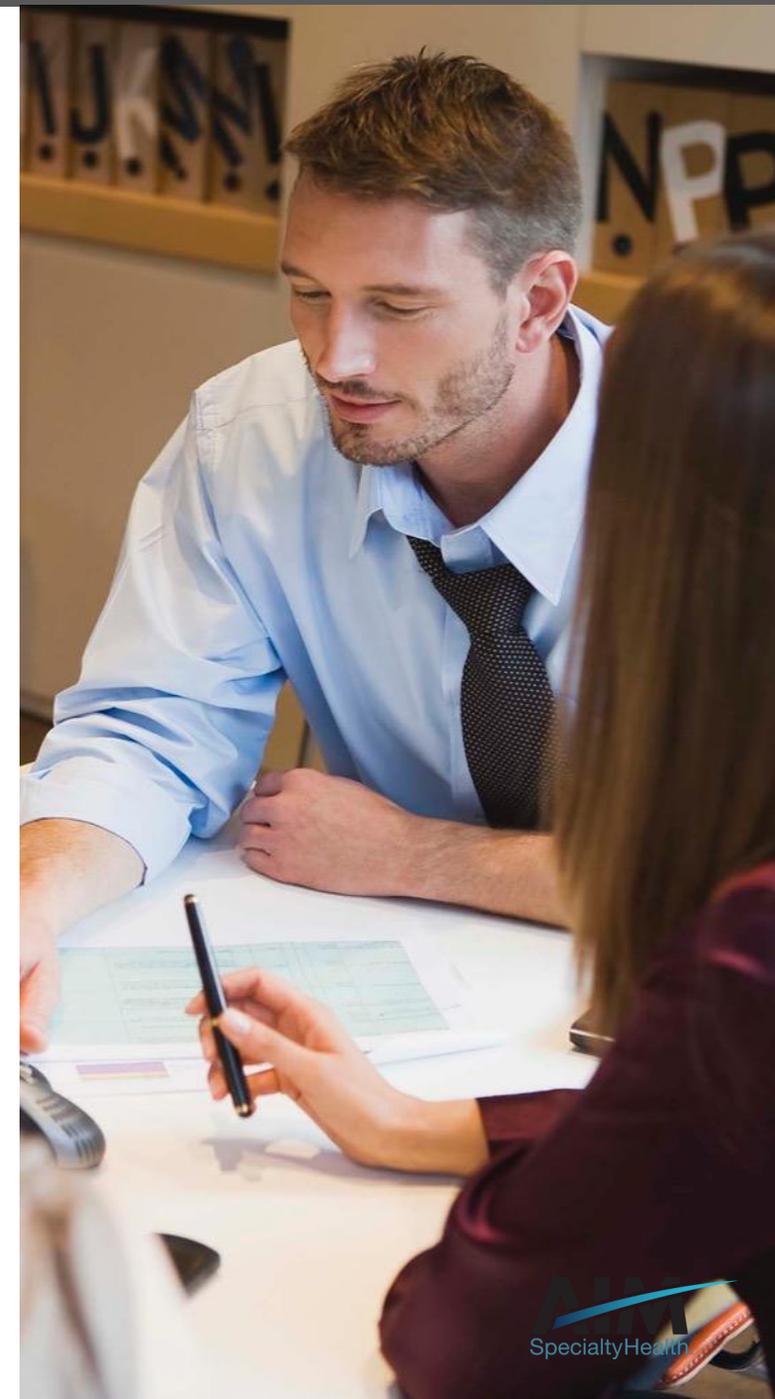
10/6/2020

Objective

Effective September 1, 2020, AIM* will manage Musculoskeletal reviews (Joint and Spine Surgery, Pain Management) for Healthy Blue membership in Nebraska through the Musculoskeletal (MSK) Program. Our objective today is to help you understand what this means to you and your practice.

Agenda

- Introduction to AIM Specialty Health
- Musculoskeletal Program overview
- Preparing for the Musculoskeletal Program
- 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



Musculoskeletal Program Overview

Multidisciplinary team supports our program

Neuroradiology

Leveraging the **clinical experience from our core Radiology program**, our deep clinical expertise creates tremendous value for a comprehensive spine and interventional pain management program.

Anesthesiology

To promote the standards of care for interventional pain management, our clinical bench includes **board-certified anesthesiology resources** who guide the development of evidence-based guidelines.

Physical medicine and rehabilitation

Knowing the specialty integration necessary with spine and pain management procedures, the AIM **comprehensive** program includes subject matter experts in physical medicine.

Orthopedic spine

For the Musculoskeletal program, we have a variety of **spine surgeons** affiliated with AIM to drive the most appropriate use of spine procedures.

Orthopedic sports medicine

Clinical subject matter experts in this domain provide guideline support and consulting on prevailing practices across the country. AIM incorporates physician feedback from the leading professional societies to encourage quality care.

More than 30% of AIM clinical team members maintain an active practice

(3+ clinic days per month)

Our robust guideline development process and program governance ensure alignment with current medical evidence

OUR PROCESS LEVERAGES:

The most **credible resources:**

American Academy Of
Orthopaedic Surgeons guidelines

Choosing Wisely

Healthy Blue Association evidence
summaries

Technology assessments

Other published guidelines

An **expert panel** of
external academic
and community
orthopedic surgeons

A **stringent review cycle**, to ensure
timely updates

Services requiring preauthorization



Interventional pain management

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



Spine surgery

- Bone grafts
- Bone Growth Stimulators
- Cervical / Lumbar Spinal Fusions
- Cervical / Lumbar Spinal Laminectomies
- Cervical / Lumbar Spinal Discectomies
- Cervical / Lumbar Spinal Disc Arthroplasties (Replacements)
- Sacroiliac Joint Fusion
- Spinal Deformity (Scoliosis/Kyphosis)
- Spinal vertebroplasty / Kyphoplasty



Joint surgery

- Total Hip Replacement
- Total Knee Replacement
- Shoulder Arthroplasty
- Hip Arthroscopy
- Knee Arthroscopy
- Shoulder Arthroscopy

Clinical appropriateness review - Spine



Spine surgery

- Clinical indications
- Signs and symptoms
- Conservative treatment
- Imaging results
- Number of levels (fusion/decompression)



Included settings:

- Ambulatory surgical center
- Inpatient hospital
- Outpatient hospital
- Hospital observation

Clinical appropriateness review - Pain



Interventional pain management

- Frequency of injections
- Results of prior injections
- Duration of therapy
- Longitudinal record and the capture of previous procedure history brings results to bear



Included settings:

- Ambulatory surgical center
- Outpatient hospital
- Physician's office

Clinical appropriateness review - Joint



Joint surgery

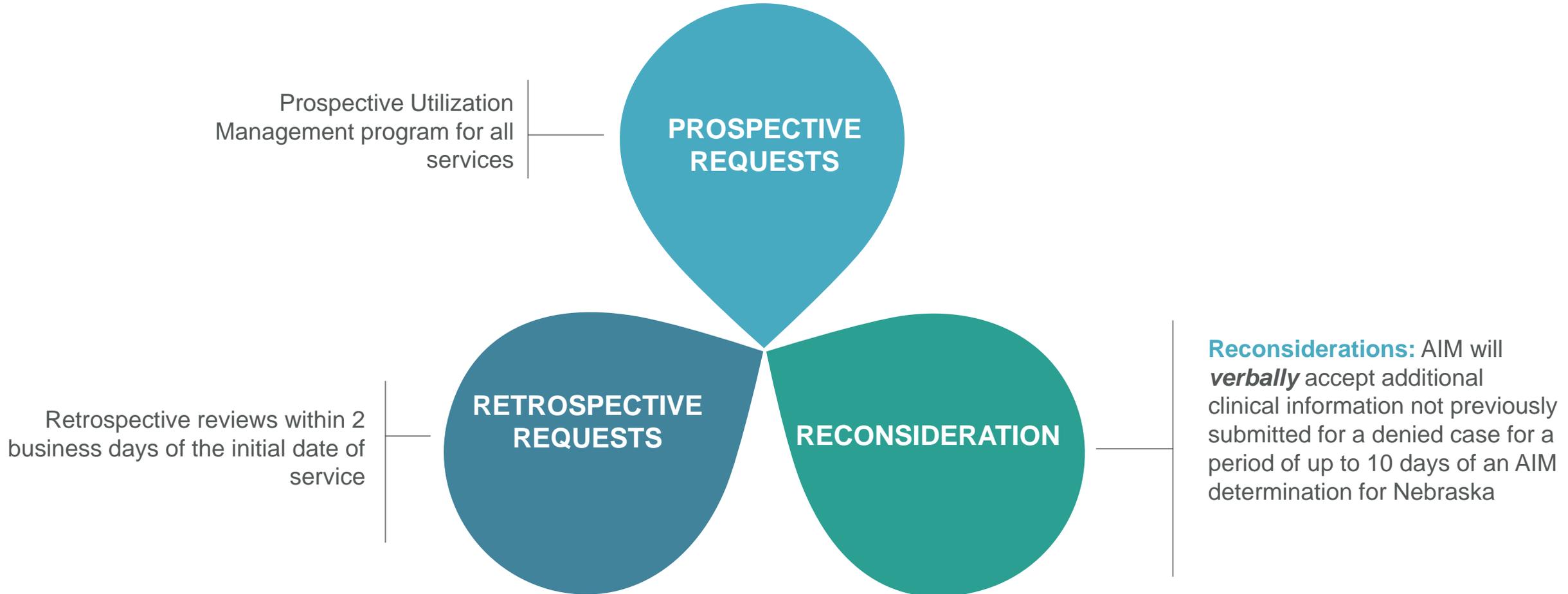
- Level of pain
- Level of function
- Imaging report
- Conservative treatment
- Smoking cessation
- Weight reduction to achieve a BMI <40



Included settings:

- Ambulatory surgical center
- Inpatient hospital
- Outpatient hospital
- Hospital observation

Ordering provider initiated requests



Clinical review workflow

1 Case intake

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

Member demographics

Requesting provider and facility demographics

Clinical case information

Document upload (if applicable)

2 Case adjudication

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

3 Education and intervention

Messaging on appropriateness of request and link to guidelines

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

4 Case closure

Document final review outcome

Messaging of final review outcome to provider

Final determination letter generated to provider and member, if applicable

Extract case information to health plan

5 Additional reviews

Pre-service reconsiderations

Pre-service provider document review

Provider and 1st level member appeals will be managed by AIM

Level of care management

Inpatient setting appropriateness



The inpatient surgical setting, rather than the outpatient setting, is required only if...

- Current postoperative care requirements are of such an intensity and/or duration that they cannot be met in an observation or outpatient surgical setting
- Anticipated postoperative care requirements cannot be met, even initially, in an observational surgical setting due to the complexity, duration, or extent of the planned procedure and/or substantial preoperative patient risk.

Patient risk factors

- Age greater than 65 or less than 19
- BMI > 40
- Pregnancy
- Significant medical comorbidities
- Uncontrolled preoperative pain
- Psychiatric and/or cognitive limitations
- Social and/or transportation limitations
- Functional limitations

Surgical risk factors

- Indications that are emergent and/or systemic
- Prolonged operative and anesthesia time
- Revision surgery
- Procedure specific complexity
- Surgical facility limitations for 23-hour observation or overnight admission
- Discharge on the day of surgery is not likely

Surgical procedures

Joint surgery

- Arthroscopy-Hip, Knee, Shoulder
- Total/Partial Hip Replacement
- Total/Partial Knee Replacement

Spine surgery*

- Cervical Discectomy/Fusion
- Cervical Disc Arthroplasty
- Cervical Laminotomy/Laminectomy
- Lumbar Discectomy/Laminectomy
- Vertebroplasty/Kyphoplasty

Level of care management

Place of service definitions

Inpatient

- Patient's safety or health significantly and directly threatened if care were provided in a less intensive setting
- Current postoperative care requirements are of such an intensity and/or duration that they cannot be met in an observation or outpatient surgical setting
- Anticipated postoperative care requirements cannot be met, even initially, in an observational surgical setting due to the complexity, duration, or extent of the planned procedure and/or substantial preoperative patient risk.
- Not justified when solely for the convenience of the patient, the patient's family, or the provider.

Hospital observation

- Special form of hospital outpatient care
- Provides interim services in place of an inpatient admission
- Allows for a reasonable period of time to evaluate and determine the need for further treatment or for inpatient admission
- Maximum length of stay in Observation Care governed by health plan contract and/or local government regulatory agency.

Hospital outpatient (on/off campus)

- Hospital outpatient setting is appropriate for many surgical procedures that may require extended recovery times, enhanced monitoring not otherwise available in an ASC, and/or possible need for overnight admission.

Ambulatory surgical center

- Ambulatory surgical setting is appropriate for many surgical procedures that are not anticipated to require extended recovery times nor overnight admission.

How long is a preauthorization valid?



Spine and joint surgery (Outpatient)

ORDER NUMBER EXPIRES:

60

CALENDAR DAYS

from the date of service



Interventional pain management

ORDER NUMBER EXPIRES:

10

BUSINESS DAYS

from the date of service

How long is an inpatient stay preauthorization valid?



Spine and joint surgery performed at an inpatient hospital

ORDER NUMBER EXPIRES:

**Date of Service +
Expected Length of Stay**

Case turn around times - Nebraska



Case turn around times

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



Anne

History:

61 year old nurse is experiencing back pain while standing and is walking bent forward

Her physician's diagnosis –
Lumbar spinal stenosis

Member experience

The physician orders spinal fusion surgery.

With our Musculoskeletal program:

- AIM reviews the clinical information.
- The physician request did not meet the clinical criteria, and AIM recommends a peer to peer discussion. The outcome: Anne's physician concludes that a simpler procedure, decompression surgery, meets the patient's clinical situation.

Results:

- Less invasive surgery
- Reduced recovery time
- The ability to return to the job she loves sooner



Patrick

History:

49 year old former basketball player / current coach has a history of knee pain and is experiencing joint stiffness and pain.

His physician's diagnosis -
Meniscal tear with degenerative changes and mild osteoarthritis

Member experience

The physician orders knee arthroscopy surgery.

With our Musculoskeletal program:

- AIM reviews the clinical information.
- AIM identifies that physical therapy, which provides long-term benefits, best meets the member's clinical situation.

Results:

- Patrick receives physical therapy (PT) and his pain is alleviated.
- The strength regained in PT allows him the ability to return to coaching sooner.
- Surgery is avoided and cost is greatly reduced.



Carlos

History:

55 year old factory worker has been experiencing chronic back pain for the past 2 years

His physician's diagnosis –
Lumbar disc
herniation at L5-S1

Member experience

The physician recommends two steroid injections and places the order for both. AIM guidelines indicate results are needed for the initial injection before 2nd steroid injection can be requested.

At time of follow-up visit, member is no longer experiencing symptoms.

With our Musculoskeletal program:

- AIM's clinical review determines the clinical appropriateness based on treatment results.

Results:

- Carlos heals and is able to resume his normal routine.
- The 2nd injection is avoided and cost to the plan and member are reduced.



Preparing for the Musculoskeletal Program

MSK program start date



Contact center and **ProviderPortal** open



Program goes live

*Contact center and **ProviderPortal** will be available beginning on 12/21/20 for preauthorization requests with dates of service rendered on or after 01/01/21.*

What does it mean to my practice?

Question: What should we do if we have a patient scheduled for services after Jan. 1, 2021?

- You should contact AIM to obtain a preauthorization for spine surgery, knee surgery or interventional pain services rendered on or after Jan. 1, 2021.

Question: Do we have to contact AIM if we obtained preauthorization from the patient's prior insurance company for services on or after Jan. 1, 2021?

- Yes, you should obtain a new preauthorization for any services on or after Jan. 1, 2021. AIM has MDs available for peer-to-peer consultations, if necessary, to ensure treatment is not delayed.



Note: lack of authorization prior to rendering services will result in a claim denial.

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
- **ProviderPortal** support team: (800) 252-2021
- AIM clinical guidelines available on **ProviderPortal**



AIM contact center

- Dedicated toll-free number: 1-855-574-6478
- Contact center hours:
 - Monday – Friday 7AM – 7PM CST
- Voicemail messages received after business hours will be responded to the next business day

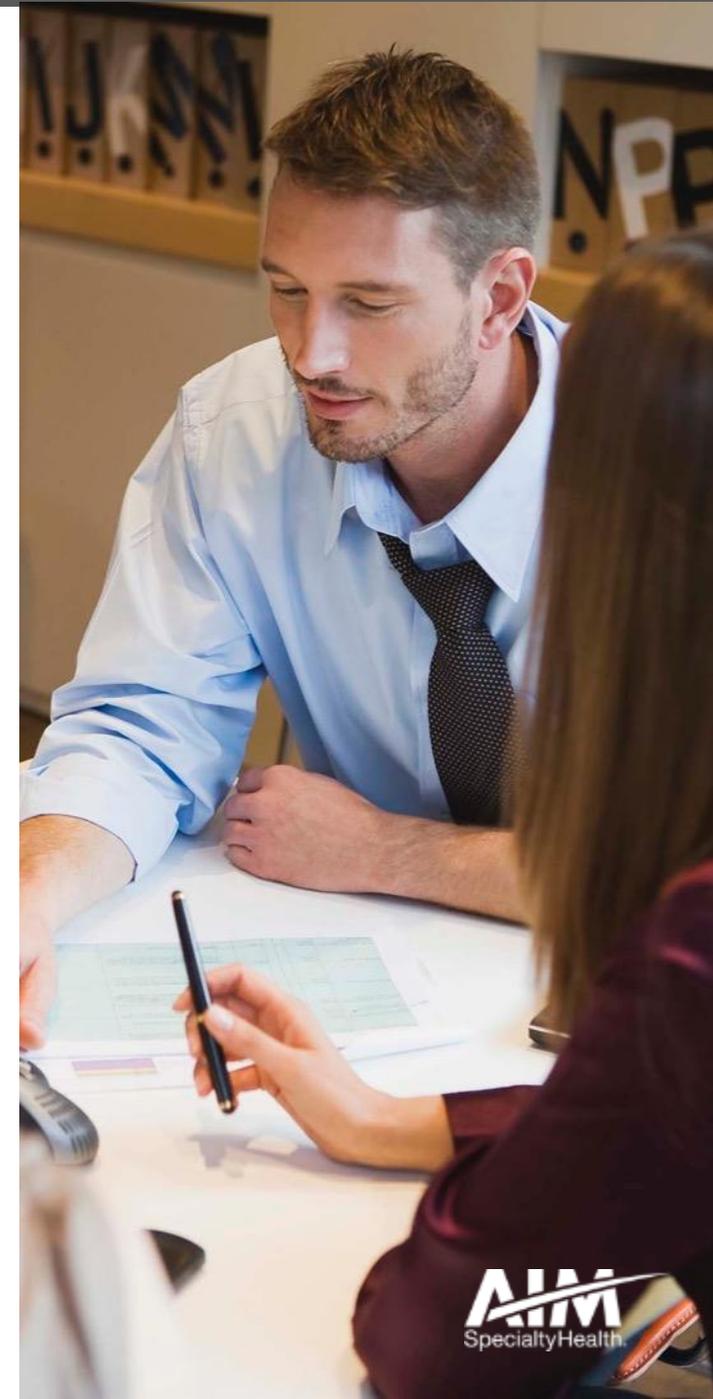
Order request check list

Demographic information

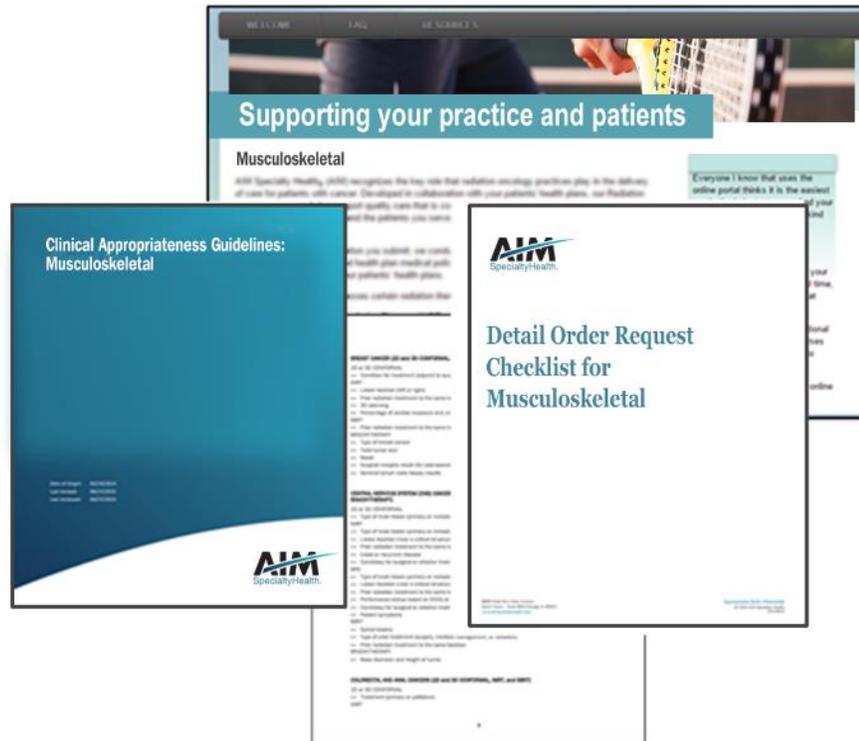
- Member first and last name and date of birth
- Order provider first and last name
- CPT code(s) and the name of the procedure you are requesting

Clinical information

- Date of the procedure and type of facility (*i.e. inpatient, outpatient hospital, office, or ambulatory surgery center*)
- Requested procedure laterality (*right, left, or bilateral*)
- Spine levels and region (*if applicable*)
- Co-morbidities or surgical risk factors (*if applicable*)
- Anticipated need for a co-surgeon, assistant surgeon, or surgical assistant (*if applicable*)
- Various documentation supporting medical necessity



Musculoskeletal provider microsite



Providers can visit the microsite for:

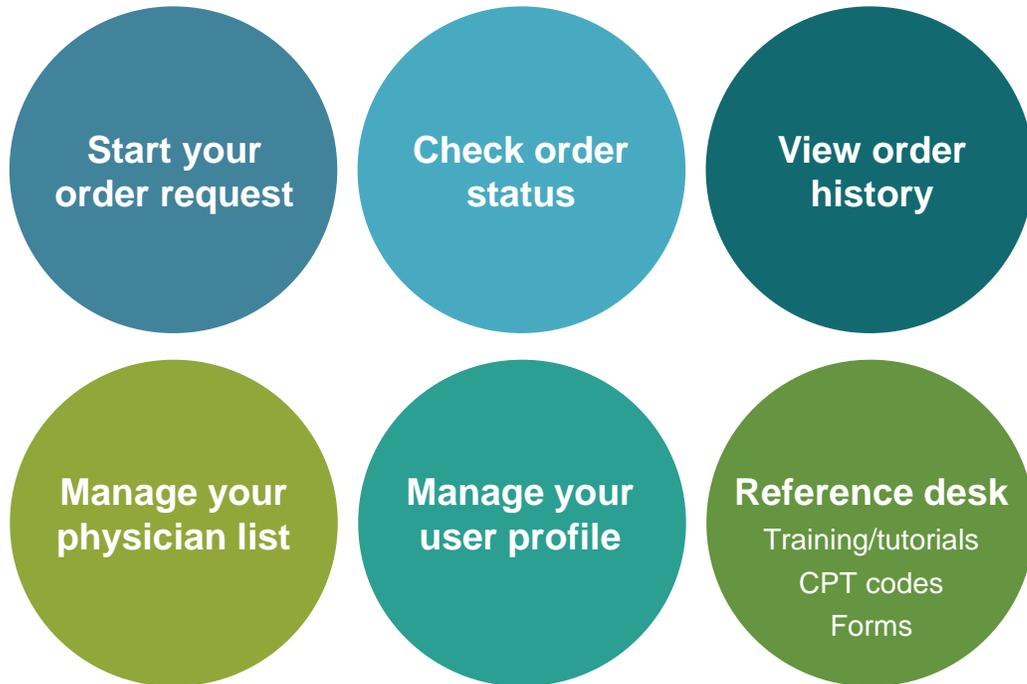
- › On-site clinical engagement
- › Clinical appropriateness guidelines
- › Worksheets and checklists
- › FAQs



Look for these items at
www.aimproviders.com/msk

ProviderPortal highlights

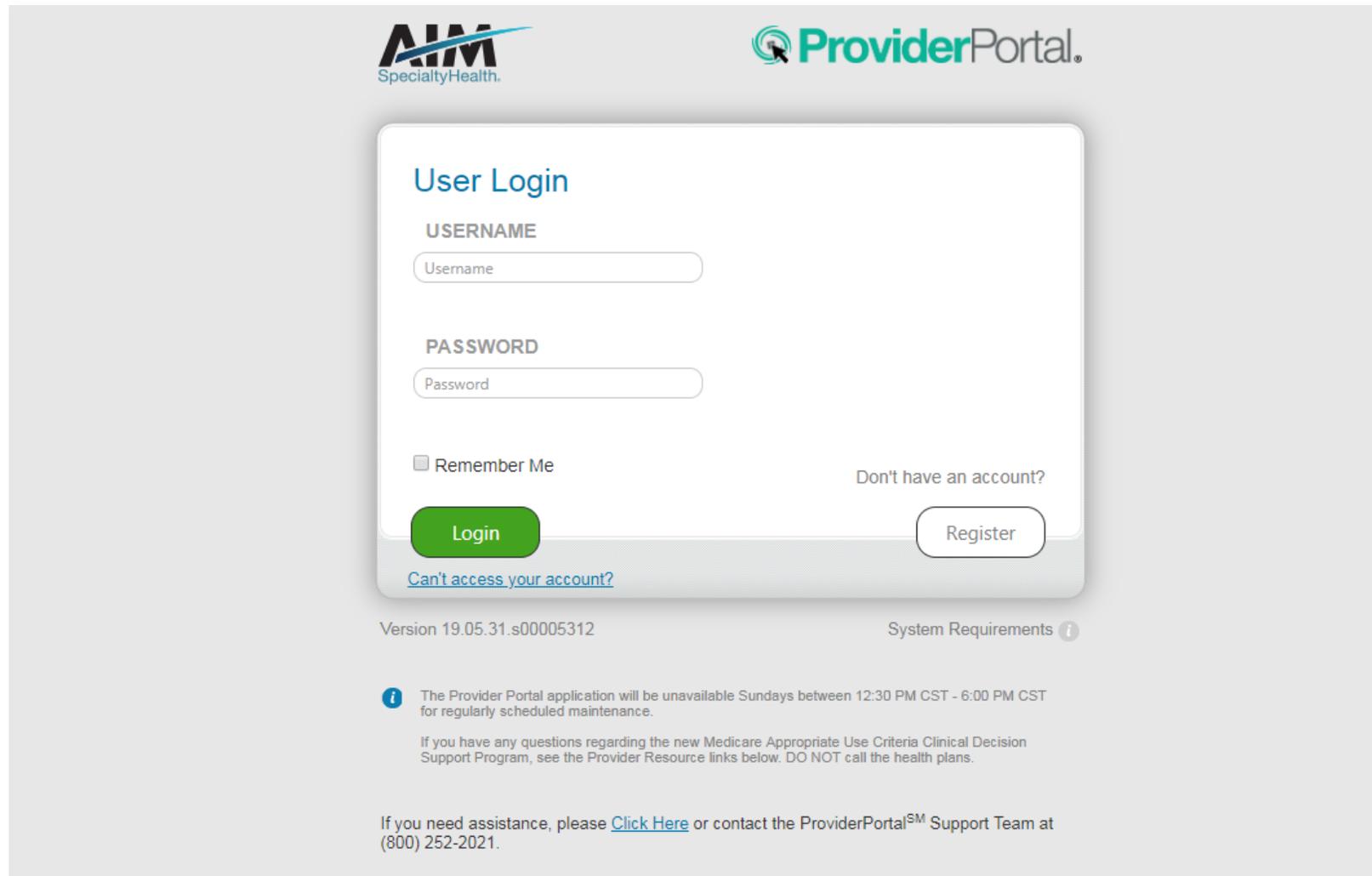
ProviderPortal modules



ProviderPortal access and registration

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

ProviderPortal login/registration



The screenshot shows the AIM Specialty Health 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 containing the following elements:

- User Login** heading
- USERNAME** section with a text input field labeled "Username".
- PASSWORD** section with a text input field labeled "Password".
- A checkbox labeled "Remember Me".
- A link "Don't have an account?" next to the "Remember Me" checkbox.
- A green "Login" button.
- A white "Register" button.
- A link "[Can't access your account?](#)".

Below the white box, the text "Version 19.05.31.s00005312" is on the left and "System Requirements 

 is on the right. At the bottom, there is an information icon  followed by the text: "The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance." Below this is another line of text: "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 very bottom, it says: "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

Register

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

1. User Details

FIRST NAME

LAST NAME

ORGANIZATION NAME

ADDRESS 1

ADDRESS 2 (optional)

USER ROLE ⓘ

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

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 *i*

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 *i*

i

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

The screenshot displays the ProviderPortal Home Page. At the top, there is a blue navigation bar with a home icon and the text 'Order Request'. Below this, a grey header contains the text 'Welcome DEMO TRAINING' and four navigation links: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. The main content area is divided into several sections. On the left, there is a vertical sidebar with five links: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The central part of the page features a large white form titled 'Find This Member'. This form includes a date picker for 'Select the date of service' (set to 9/1/2017), a radio button selection for 'Select the search type' (with 'Member ID + DOB' selected), and input fields for 'Member ID' (376699988) and 'Date of Birth' (01/01/1961). A green 'Find This Member' button is located at the bottom of the form. To the right of the form, there is a 'Message Center' section with a blue header and a white body containing a maintenance notice. Below the message center is a 'Provider Resources' section with a green header and a white body containing a link to 'Next Generation Solutions Tutorial' with a star icon.

To create a preauthorization request:

1. Enter 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

You can also:

- Check Order Status
- View Order History
- Manage Your Physician List
- Manage Your User Profile
- Reference Desk

Note: AIM Specialty Health maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons or health plans is purely coincidental.

Member search results

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

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. The top right corner says 'ProviderPortal'. Below the header is a navigation bar with 'Order Request' and 'Logout'. A progress indicator shows 'Step: 1' highlighted among five steps. The main content area displays 'Step 1: Please select the member from the list below.' Below this is a table titled 'Member Search Results' with columns for Member Name, Member Number, Relation, Sex, Date of Birth, State, and Health Plan. A dropdown menu for 'Records Per Page' is set to 10. The table contains one record for member 85BELL, TINKER. Below the table, it says 'Total Number of Records Found:1'. At the bottom right of the table area are two buttons: 'Change Member Search Criteria' and 'Delete This Request'.

Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan
85BELL, TINKER	378198033	Employee	F	01/01/1995	IN	

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

Order type and sub-category selection

Powered By **DEMO**

Order Request Logout

Step: 1 2 3 4 5

85DUCK, DAISY Edit Hide Details

Member #: 33333333 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: XXXXXXXX

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

Diagnostic Imaging
Includes: Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET

Cardiovascular
Includes: Angiography, percutaneous coronary revascularization, arterial ultrasound

Sleep Management
Includes: HST, In Lab, Titration, APAP/BPAP/CPAP, Oral Appliance, MSLT, MWT

Musculoskeletal
Sub-Category
Select
Select
Spine Surgery
Interventional Pain Management
Joint Surgery

Radiation Therapy
Includes: 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT

Chemotherapy and Supportive Drugs
Includes: Review of cancer drugs, side effect management and treatment pathways

Genetic testing
Includes: Laboratory testing for the inheritance or management of genetic conditions

Other Surgical Procedures
Includes: Arthroscopy, Colonoscopy & Endoscopy

Provide Member contact information:

Phone Number: (123)456-7890 Phone Type: Select
Select
Home
Office
Mobile
Other

Email Address (Optional):

Urgent requests are not expected given the scope of AIM's services. If you have any questions about a possible urgent request, please contact 800-554-0580.

On the order type screen, select “**Musculoskeletal**” and you will be prompted to select a “**Sub-Category**” upon selecting the name.

Sub-category options include:

- Spine Surgery
- Interventional Pain Management
- Joint Surgery

Provide a phone number for the member and email (if available)

Click “**Continue**” when finished

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



Submitting an Interventional Pain Request

Enter requested procedure(s)

AIM Specialty Health DEMO

ProviderPortal.

Order Request

Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Edit](#) [Hide Details](#)

Member #: 3333333330 Date of Service: 6/22/2020

Date of Birth: 1/1/1985 Health Plan:

ENTER PROCEDURES

CPT Code

Enter here

OR

PROCEDURE CATEGORY

Select

PROCEDURE

Select

Add Procedure [Clear](#)

PROCEDURES REQUESTED

Multiple procedures can be entered at this time. Once you finished entering all your procedures click next.

Delete this request

Have a [comment or suggestion?](#)
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Options for Adding Procedures:

Option 1:

- Enter the procedure code in the search and click the magnifying glass

Option 2:

- Select the procedure category and then the procedure from the second drop-down

Select the **“Add Procedure”** button.

When complete, select the **“Next”** button.

Depending on the procedure being requested, you may be asked for additional information such as, laterality, medical purpose, level, segment, etc. This information must be provided before being able to “Add Procedure”

Enter the primary diagnosis



ProviderPortal.

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Edit](#) Hide Details

Member #: 333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [REDACTED]

Code Summary

62323
Njx Dx/Ther Sbst Intrimnr Lmbr/Sac W/lmg Gdn

Enter ICD Code

Enter your primary ICD code.

Enter ICD Code

Enter your primary ICD code.

Code	Description
R52	Pain, unspecified (Pain)
M79.601	Pain in right arm (Arm pain)
M79.602	Pain in left arm (Arm pain)

Search for the patient's primary diagnosis. You may do this by either entering the **ICD code** or using **keywords** of the diagnosis.

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

Select the **"Next"** button in the lower right corner to proceed to the procedure summary review.

Review requested procedure(s) and diagnosis

AIM Specialty Health DEMO ProviderPortal. Logout

Order Request Step: 1 2 3 4 5 6

85DUCK, DAISY [Edit](#) [Hide Details](#)

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [REDACTED]

! Please review the selected procedures. Once you select Next, you will not be able to Edit the procedures.

Procedure Summary

CPT Codes	Description
62323	Njx Dx/Ther Sbst Intrlmnr Lmbr/Sac W/Img Gdn

ICD Codes	Description
R52	Pain, unspecified

[Delete this request](#) [Edit](#) [Next](#)

Please be sure to review the requested procedures and the diagnosis provided. After this point, you will not be able to edit this information.

If a change needs to be made, select the “**Edit**” button.

If the information looks correct, then you may proceed to provider selection by selecting the “**Next**” button.

Step 2 is complete.

Requesting provider selection

AIM Specialty Health DEMO ProviderPortal. Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY Hide Details
Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:

Requesting Provider Search

Search Type:
 Name
 TIN or NPI
 Address

First Name:
Last Name:
State: Kentucky

Search Clear

Recent Favorites Search Results View: Local

Requesting Providers

Favorite	Name	Address	City	Specialty	Health Plan
<input checked="" type="checkbox"/>	BUTTERMANN, GLENN	730 10TH AVE	BALDWIN	Orthopedic Surgery	
<input type="checkbox"/>	CALLAGHAN, JOHN	975 W WALNUT ST STE 424	INDIANAPOLIS	Internal Medicine	
<input checked="" type="checkbox"/>	SCULLY, THOMAS	2 PROGRESS POINT PKWY	OFALLON	Urology	
<input type="checkbox"/>	SMITH, ALISON	1730 W 25TH ST	CLEVELAND	Radiology	

DELETE this request

DISPLAYING 1-4 OF 4 RESULTS

Step 1:

Select the requesting provider by clicking on the physician's name.

- Requesting 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

Step 2:

Identify if the performing physician is the same as the Requesting Provider.

- Note: If they are different, you will repeat the same steps for the performing physician

2

Physician

Is the Physician the same as the Requesting Provider?

Yes No

Independent Anesthesia Services

The screenshot displays the AIM Specialty Health ProviderPortal interface. At the top left, there is a 'DEMO' watermark and the AIM Specialty Health logo. The top right corner shows the 'ProviderPortal' logo and a 'Logout' link. The main header area includes a home icon, the text 'Order Request', and a 'Logout' button. Below the header, a progress indicator shows 'Step: 1 2 3 4 5 6', with step 3 highlighted. The main content area features a patient information box for '85DUCK, DAISY' with fields for Member # (3333333330), Date of Service (6/22/2020), Date of Birth (1/1/1985), Health Plan, and Requesting Provider (SCULLY, THOMAS). A 'Hide Details' link is present. Below this is a section titled 'Anesthesiologist' with the question 'Will anesthesia be administered by independent anesthesia personnel?' and three radio button options: 'Yes', 'No', and 'Unknown'. A 'Delete this request' button is located at the bottom left of the form.

After selecting the requesting and the performing providers, you will be prompted to answer whether **anesthesia** will be administered by independent anesthesia personnel.

This is a provider separate from the performing provider.

After selecting the answer, you will continue to the provider summary by selecting the **“Next”** button.

Provider selection summary

AIM Specialty Health DEMO ProviderPortal. Logout

Order Request Step: 1 2 3 4 5 6

85DUCK, DAISY Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS

Provider/Physician Summary

Requesting Provider		Edit
SCULLY, THOMAS	TIN: 200826746	
2 PROGRESS POINT PKWY	NPI: 1285692608	
OFALLON, MO 63368		
(314) 645-6454		

Physician		Edit
SCULLY, THOMAS	TIN: 200826746	
2 PROGRESS POINT PKWY	NPI: 1285692608	
OFALLON, MO 63368		
(314) 645-6454		

Independent Anesthetic		Edit
No		

Verify that all the providers selected for the case are accounted for and accurate.

Once you have verified all of the information is correct, proceed by selecting the **“Next”** button.

Step 3 is complete.

Site of service selection

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. At the top right is the 'ProviderPortal.' logo and a 'Logout' link. Below the header is a progress bar with six steps, where step 4 is highlighted. The main content area displays patient information for '85DUCK, DAISY' with fields for Member # (3333333330), Date of Service (6/22/2020), Date of Birth (1/1/1985), Health Plan, and Requesting Provider (SCULLY, THOMAS). A 'Hide Details' link is present. Below this is a 'Site of Service' section with a dropdown menu titled 'Select Site of Service:'. The dropdown is open, showing options: '--Select--', '--Select--', Office, Outpatient Hospital, and Ambulatory Surgical Center. A 'Delete this request' button is at the bottom left of the dropdown area, and a 'Continue' button is at the bottom right.

Select the appropriate **Site of Service** location where the interventional pain management will be performed.

Interventional Pain Management Site of Service options include:

- Office
- Outpatient Hospital
- Ambulatory Surgical Center

To proceed forward with facility selection, please select the “**Continue**” button.

Facility selection

Member #: 3333333330 Date of Service: 6/22/2020
 Date of Birth: 1/1/1985 Health Plan: [REDACTED]
 Requesting Provider: SCULLY, THOMAS

Please Choose a Provider

Office Facility Search

Facility Name: HOSPITAL

City:

State: Missouri

Zip Code:

Group NPI:

Search Clear

Facility Name	Address	City	State	Phone	Distance	Action	Map	Designation
CARDINAL GLENNON CHILDRENS HOSPITAL	1465 S GRAND BLVD	SAINT LOUIS	MO	(314) 268-4079	241.12	View Details	View Map	
CARDINAL GLENNON CHILDRENS HOSPITAL	1465 S GRAND BLVD	SAINT LOUIS	MO	(314) 577-5600	241.12	View Details	View Map	
CARDINAL GLENNON CHILDRENS HOSPITAL	505 COUCH AVE STE 330	SAINT LOUIS	MO	(314) 842-3535	251.26	View Details	View Map	
CARDINAL GLENNON CHILDRENS HOSPITAL	13131 TESSON FERRY RD STE 105	SAINT LOUIS	MO	(314) 842-3535	252.03	View Details	View Map	
CENTERPOINTE HOSPITAL	1430 OLIVE ST STE 105	SAINT LOUIS	MO	(314) 768-3858	239.03	View Details	View Map	
CENTERPOINTE HOSPITAL	763 S NEW BALLAS RD STE 130	SAINT LOUIS	MO	(314) 292-7323	250.78	View Details	View Map	
CENTERPOINTE HOSPITAL	763 S NEW BALLAS RD STE 310	SAINT LOUIS	MO	(314) 292-7323	250.78	View Details	View Map	
CENTERPOINTE HOSPITAL	5000 CEDAR PLAZA PKWY STE 380	SAINT LOUIS	MO	(314) 842-4463	252.09	View Details	View Map	
CENTERPOINTE HOSPITAL	5000 CEDAR PLAZA PKWY STE 180	SAINT LOUIS	MO	(314) 842-4463	252.09	View Details	View Map	
CENTERPOINTE HOSPITAL	4905 MEXICO RD STE 100	SAINT PETERS	MO	(636) 244-2625	253.66	View Details	View Map	

DISPLAYING 1-10 OF 100 RESULTS

Delete this request Submit a Facility

Select the facility where the procedure will be performed.

You can search for a facility by name and location, or the group NPI for the facility.

Please note: if you cannot find the facility you are looking for in any of the lists, you can select "Submit a Facility" in the lower right corner.

Facility summary review

AIM Specialty Health DEMO ProviderPortal.

Order Request Logout

Step: ① ② ③ ④ ⑤ ⑥

85DUCK, DAISY [Edit](#) Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS [Edit](#)

Facility Summary

Site of Service Details [Edit](#)

Office

Facility [Edit](#)

CARDINAL GLENNON CHILDRENS HOSPITAL TIN: 430738490
1465 S GRAND BLVD NPI: 1174577670
SAINT LOUIS, MO 63104
(314) 268-4079

[Delete this request](#) [Next](#)

Once the facility is selected, the facility summary screen will serve as a review of the information that has been provided.

If nothing needs to be changed, you can select the “**Next**” button at the lower right corner.

Step 4 is complete.

Clinical data entry

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. The top right shows the 'ProviderPortal.' logo and a 'Logout' link. Below the header is a navigation bar with 'Order Request' and a 'Step: 1 2 3 4 5 6' indicator, where step 5 is highlighted. The main content area is divided into two sections: 'PROCEDURES REQUESTED (1)' and 'CLINICAL INFORMATION'. The 'PROCEDURES REQUESTED' section lists a procedure: '62323 Njx Dx/Ther Sbst Intrimnr Lmbr/Sac W/Img Gdn' with a red note 'Requires Clinical Information'. The 'CLINICAL INFORMATION' section contains a question: '*Is this the patient's first epidural steroid injection in this spinal region?' with radio button options for 'Yes' and 'No'. At the bottom of the form are three buttons: 'Delete this request', 'Save and Exit', and 'Next'.

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [REDACTED]
Requesting Provider: SCULLY, THOMAS

PROCEDURES REQUESTED (1)

62323 Njx Dx/Ther Sbst Intrimnr Lmbr/Sac W/Img Gdn
Requires Clinical Information

CLINICAL INFORMATION

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

*Is this the patient's first epidural steroid injection in this spinal region?
 Yes No

Delete this request Save and Exit Next

AIM Specialty Health has developed clinical algorithms to collect and verify information about the member's clinical condition.

These questions are designed to provide immediate feedback on your responses.

Ensure you have the necessary clinical information available to answer the questions completely and accurately allows for the best user experience.

Clinical feedback

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. At the top right is the 'ProviderPortal.' logo. Below the header is a navigation bar with 'Order Request' and 'Logout' links. A progress indicator shows 'Step: 1 2 3 4 5 6', with step 5 highlighted. The main content area displays patient information for 85DUCK, DAISY, including Member #, Date of Service, Date of Birth, Health Plan, and Requesting Provider. A yellow warning banner states: 'Please contact AIM's clinical reviewer team if you would like to discuss the case or you may withdraw this request.' Below this is a 'CLINICAL SUMMARY' section with a 'Collapse All' button. The summary lists procedure 62323, 'Njx Dx/Ther Sbst Intrimnr Lmbr/Sac W/Img Gdn', which is marked as 'Requires Further Review'. A red warning message follows: 'Requires Further Review' and 'Based on the information you have provided, your request does not meet medical necessity criteria due to the following:'. The text below this message is blurred. On the left sidebar, there is a 'Clinical Summary' box with a right-pointing arrow and a 'PROCEDURES REQUESTED (1)' box containing the same procedure 62323 with a red warning icon and text.

The **clinical feedback** is tailored based on your answers provided during the order request.

If you feel that there are questions that you did not answer accurately, you may **edit** responses.

Once you are satisfied that these answers are reflective of the member's clinical condition, select the "**Continue**" button.

Step 5 is complete

Note: Based on the feedback provided, some cases may require documents to be uploaded.

Order request preview

AIM Specialty Health ProviderPortal

Order Request Logout

Submit This Request [Go to Homepage](#) [Delete this request](#) [Save as PDF](#) [Print](#)

Can I send you an email with information about your case? [Send Email](#)

Order Request Preview

Request Status: Has Not Been Submitted **Health Plan:** [REDACTED] **Start Date:** 06/22/2020

Member Information: 85DUCK, DAISY Member #: YRM3333333330 PO BOX 791 ARGILLITE, KY 46033 Date of Birth: 1/1/1985 Phone: 773-864-4600	Requesting Provider: SCULLY, THOMAS 2 PROGRESS POINT PKWY OFALLON, MO 63368 Phone: 314-645-6454 Fax: 314-434-1814 NPI: 1285692608	Physician: SCULLY, THOMAS 2 PROGRESS POINT PKWY OFALLON, MO 63368 Phone: 314-645-6454 Fax: 314-434-1814 NPI: 1285692608	Facility: Edit CARDINAL GLENNON CHILDRENS HOSPITAL 1465 S GRAND BLVD SAINT LOUIS, MO 63104 Phone: 314-268-4079 Fax: 314-268-6464 NPI: 1174577670 Site Of Service Type:Office
---	--	--	--

Anesthesiologist
No

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.
Please call (800) 554-0580 for all Urgent Requests.

REQUESTED PROCEDURES (1)

Code	Description	Status	Reason	Action
62323	NJX DX/THER SBST INTRLMNR LMBR/SAC W/IMG GDN			

DIAGNOSIS
ICD10:R52 Pain, unspecified

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

This is a preview of your order.

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

Select **“Submit This Request”** to proceed.

After selecting the **“Submit This Request”** button, you will be able to provide additional information, as necessary.

Additional information opportunity



ProviderPortal.



Logout

Enter Additional Clinical Information Below

Based on the information provided, the request does not meet Medical policy, please submit additional information below:

First Name

Demo

REQUIRED

Last Name

Training

REQUIRED

Phone

(800) 123-4567

Ext

Email

REQUIRED

Additional clinical information: (Maximum 1800 characters)

REQUIRED

Save

Cancel

Prior to the case being submitted, you will be asked to include your first name, last name, phone, and email.

AIM will pre-populate the information based on data from your user profile.

You may provide additional clinical information (up to 1800 characters) for AIM staff to use when reviewing the case.

Click **“Save”** to submit the preauthorization request.



Submitting a Joint or Spine Surgery Request

Enter requested procedure(s)

AIM Specialty Health DEMO ProviderPortal. Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Edit](#) [Hide Details](#)
Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:

ENTER PROCEDURES **PROCEDURES REQUESTED**

CPT Code
Enter here

OR

PROCEDURE CATEGORY
Select

PROCEDURE
Select

[Delete this request](#)

[Add Procedure](#) [Clear](#)

Multiple procedures can be entered at this time. Once you finished entering all your procedures click next.

Have a [comment or suggestion?](#)
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Options for Adding Procedures:

Option 1:

- Enter the procedure code in the search and click the magnifying glass

Option 2:

- Select the procedure category and then the procedure from the second drop-down

Select the **“Add Procedure”** button.

When complete, select the **“Next”** button.

Depending on the procedure being requested, you may be asked for additional information such as, laterality, medical purpose, level, segment, etc. This information must be provided before being able to “Add Procedure”

Enter the primary diagnosis



ProviderPortal.

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY Edit Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [blurred]

Code Summary

27447
Arthrp Kne Condyle&Platu Medial&Lat
Compartments
Right

Enter ICD Code

Enter your primary ICD code.

Enter ICD Code

Enter ICD Code

Enter your primary ICD code.

Q pain

Code	Description
R52	Pain, unspecified (Pain)
M79.601	Pain in right arm (Arm pain)
M79.602	Pain in left arm (Arm pain)

Search for the patient's primary diagnosis. You may do this by either entering the **ICD code** or using **keywords** of the diagnosis.

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

Select the **"Next"** button in the lower right corner to proceed to the procedure summary review.

Review requested procedure(s) and diagnosis

AIM Specialty Health DEMO ProviderPortal.

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Edit](#) [Hide Details](#)

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [REDACTED]

! Please review the selected procedures. Once you select Next, you will not be able to Edit the procedures.

Procedure Summary

CPT Codes	Description
27447	Arthrp Kne Condyle&Platu Medial&Lat Compartments Right

ICD Codes	Description
M13.861	Other specified arthritis, rt knee

[Delete this request](#) [Edit](#) [Next](#)

Review the requested procedures and the diagnosis provided. After this point, you will not be able to edit this information

If a change needs to be made, select the **“Edit”** button.

Click **“Next”** to proceed to provider selection

Step 2 is complete

Requesting provider selection

1

AIM Specialty Health DEMO ProviderPortal

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY
Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [REDACTED]

Requesting Provider Search

Search Type:
 Name
 TIN or NPI
 Address

First Name: [REDACTED]
Last Name: [REDACTED]
State: Kentucky

Search Clear

Recent Favorites Search Results View: Local

Favorite	Name	Address	City	Specialty	Health Plan
<input checked="" type="checkbox"/>	BUTERMANN, GLENN	730 10TH AVE	BALDWIN	Orthopedic Surgery	[REDACTED]
<input type="checkbox"/>	CALLAGHAN, JOHN	975 W WALNUT ST STE 424	INDIANAPOLIS	Internal Medicine	[REDACTED]
<input checked="" type="checkbox"/>	SCULLY, THOMAS	2 PROGRESS POINT PKWY	OFALLON	Urology	[REDACTED]
<input type="checkbox"/>	SMITH, ALISON	1730 W 25TH ST	CLEVELAND	Radiology	[REDACTED]

DELETE this request

DISPLAYING 1-4 OF 4 RESULTS

2

Primary Surgeon

Is the Primary Surgeon the same as the Requesting Provider?

Yes No

Step 1:

Select the requesting provider by clicking on the physician's name.

- Requesting 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

Step 2:

Identify if the Primary Surgeon is the same as the Requesting Provider.

- Note: If they are different, you will repeat the same steps for the Primary Surgeon

Additional surgical staff

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. At the top right is the 'ProviderPortal.' logo. Below the header is a navigation bar with 'Order Request' and 'Logout' links. A progress indicator shows 'Step: 1 2 3 4 5 6', with step 3 highlighted. The main content area displays patient information for '85DUCK, DAISY' and a 'Hide Details' link. Below this is a section titled 'Additional Surgical Staff' with the instruction: 'Select the additional Surgical Staff (if any), that will assist for the requested procedures.' There are two checkboxes: 'Assistant Surgeon' and 'Surgical Assistant', both of which are currently unchecked. At the bottom left is a 'Delete this request' button, and at the bottom right is a 'Next' button.

After selecting the requesting and the performing providers, you will be prompted to **select any additional staff** that will be present for the surgery. *

Depending on standard coding rules, Co-Surgeon, Assistant Surgeon, and/or Surgical Assistant is available.

With the selection of Co-Surgeon and Assistant Surgeon, the selection of the provider is generally required and mirrors the provider selection process for requesting provider and primary surgeon.

** If the procedure code allows for additional surgical staff, you will be prompted to select additional surgical that will be present for the surgery.*

Surgical staff summary



ProviderPortal.

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS

Surgical Staff Summary

Requesting Provider		Edit
SCULLY, THOMAS	TIN: 200826746	
2 PROGRESS POINT PKWY	NPI: 1285692608	
OFALLON, MO 63368		
(314) 645-6454		

Primary Surgeon		Edit
SCULLY, THOMAS	TIN: 200826746	
2 PROGRESS POINT PKWY	NPI: 1285692608	
OFALLON, MO 63368		
(314) 645-6454		

Surgical Staff		Edit
Surgical Assistant:	Yes	

Surgical Staff Summary allows you to verify that all the providers selected for the case are accounted for and accurate.

Once you have verified all the information is correct, proceed by selecting the “**Next**” button.

Step 3 is complete.



Site of service selection



85DUCK, DAISY Hide Details
Member #: 333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS

Site of Service

Select Site of Service:

- Select--
- Select--
- Hospital Observation
- Outpatient Hospital
- Ambulatory Surgical Center
- Inpatient Hospital

Continue

Select the appropriate **Site of Service** location where the procedures will be performed.

Site of Service options include:

- **Outpatient Hospital**
- **Ambulatory Surgical Center**
- **Inpatient Hospital**
- **Hospital Observation (if recognized by the health plan)**

To proceed forward with facility selection, please select the **“Continue”** button.

Facility selection

Order Request Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
 Date of Birth: 1/1/1985 Health Plan:
 Requesting Provider: SCULLY, THOMAS

Please Choose a Provider

Outpatient Hospital Facility Search

Facility Name:

City:

State:

Zip Code:

Group NPI:

Outpatient Hospital Facility Search Results Change Site of Service

Facility Name	Address	City	State	Phone	Distance	Action	Map	Designation
ADVANCE HANNIBAL REGIONAL HOSPITAL	55 TROY SQ	TROY	MO	(636) 528-7333	270.01	View Details	View Map	
ADVANCE HANNIBAL REGIONAL HOSPITAL LLC	710 N BUS HWY 61 STE 100	BOWLING GREEN	MO	(573) 324-6079	275.67	View Details	View Map	
ADVANCE HANNIBAL REGIONAL HOSPITAL LLC	710 N BUSINESS HIGHWAY 61 STE 100	BOWLING GREEN	MO	(573) 324-6079	276.11	View Details	View Map	
ADVANCE HANNIBAL REGIONAL HOSPITAL LLC	710 BUSINESS HIGHWAY 61 N STE 100	BOWLING GREEN	MO	(573) 324-6079	276.11	View Details	View Map	
CARDINAL GLENNON CHILDRENS HOSPITAL	1465 S GRAND BLVD	SAINT LOUIS	MO	(314) 577-5600	241.12	View Details	View Map	
CENTERPOINTE HOSPITAL	1430 OLIVE ST STE 105	SAINT LOUIS	MO	(314) 768-3858	239.03	View Details	View Map	
CENTERPOINTE HOSPITAL	763 S NEW BALLAS RD STE 130	SAINT LOUIS	MO	(314) 292-7323	250.78	View Details	View Map	
CENTERPOINTE HOSPITAL	763 S NEW BALLAS RD STE 310	SAINT LOUIS	MO	(314) 292-7323	250.78	View Details	View Map	
CENTERPOINTE HOSPITAL	5000 CEDAR PLAZA PKWY STE 380	SAINT LOUIS	MO	(314) 842-4463	252.09	View Details	View Map	
CENTERPOINTE HOSPITAL	5000 CEDAR PLAZA PKWY STE 180	SAINT LOUIS	MO	(314) 842-4463	252.09	View Details	View Map	

14 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

DISPLAYING 1-10 OF 100 RESULTS

Select the facility where the procedure will be performed.

You can search for a facility by name and location, or the group NPI for the facility.

Please note: if you cannot find the facility you are looking for in any of the lists, you can select "Submit a Facility" in the lower right corner.

Facility summary review

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. The top right shows the 'ProviderPortal.' logo and a 'Logout' button. Below the header is a navigation bar with 'Order Request' and a 'Logout' button. A progress indicator shows six steps, with step 4 highlighted in blue. The main content area displays patient information for '85DUCK, DAISY' with an 'Edit' link and a 'Hide Details' button. The patient details include: Member #: 3333333330, Date of Service: 6/22/2020, Date of Birth: 1/1/1985, Health Plan: Anthem CR, and Requesting Provider: SCULLY, THOMAS with an 'Edit' link. Below this is a 'Facility Summary' section with a blue header. It contains two expandable sections: 'Site of Service Details' with an 'Edit' button, and 'Outpatient Hospital' with an 'Edit' button. The hospital information is: CENTERPOINTE HOSPITAL, TIN: 421573141, 1430 OLIVE ST STE 105, SAINT LOUIS, MO 63103, NPI: 1659364206, and (314) 768-3858. At the bottom left is a 'Delete this request' button and at the bottom right is a 'Next' button.

AIM Specialty Health

ProviderPortal.

Order Request Logout

Step: ① ② ③ ④ ⑤ ⑥

85DUCK, DAISY [Edit](#) [Hide Details](#)

Member #: 3333333330 Date of Service: 6/22/2020

Date of Birth: 1/1/1985 Health Plan: Anthem CR

Requesting Provider: SCULLY, THOMAS [Edit](#)

Facility Summary

Site of Service Details [Edit](#)

Outpatient Hospital [Edit](#)

Facility

CENTERPOINTE HOSPITAL TIN: 421573141

1430 OLIVE ST STE 105 NPI: 1659364206

SAINT LOUIS, MO 63103

(314) 768-3858

Delete this request [Next](#)

Once the facility is selected, the facility summary screen will serve as a review of the information that has been provided.

If nothing needs to be changed, you can select the “**Next**” button at the lower right corner.

Step 4 is complete.

Clinical data entry

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left, there is a 'DEMO' watermark and the AIM Specialty Health logo. The top right corner shows the 'ProviderPortal.' logo and a 'Logout' link. Below the header, there is a navigation bar with 'Order Request' and a 'Logout' button. A progress indicator shows 'Step: 1 2 3 4 5 6', with step 5 highlighted. The main content area is divided into two sections: 'PROCEDURES REQUESTED (1)' and 'CLINICAL INFORMATION'. The 'PROCEDURES REQUESTED (1)' section lists a procedure: '27447 Arthrop Kne Condyle&Platu Medial&Lat Compartments Right' with a red link 'Requires Clinical Information'. The 'CLINICAL INFORMATION' section contains a question: '*Is this request for a tumor (primary or metastatic) or acute fracture?' with radio button options for 'Yes', 'No', and 'Unknown'. At the bottom of the form, there are buttons for 'Delete this request', 'Save and Exit', and 'Next'.

85DUCK, DAISY Hide Details

Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS

PROCEDURES REQUESTED (1)

27447 Arthrop Kne Condyle&Platu Medial&Lat Compartments Right
Requires Clinical Information

CLINICAL INFORMATION

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

*Is this request for a tumor (primary or metastatic) or acute fracture?

Yes
 No
 Unknown

Delete this request Save and Exit Next

AIM Specialty Health has developed clinical algorithms to collect and verify information about the member's clinical condition.

These questions are designed to provide immediate feedback on your responses and could potentially lead to an automated approval.

Answer the questions to the best of your ability in order to have the best experience possible.

Clinical feedback



ProviderPortal.



Order Request

Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY Hide Details
Member #: 3333333330 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan:
Requesting Provider: SCULLY, THOMAS

Clinical Summary

Diagnosis / ICD Code:
M13.861 Other specified arthritis, rt knee

PROCEDURES REQUESTED (1)

27447 Arthrp Kne Condyle&Platu Medial&Lat Compartments Right
Requires Further Review

The following documentation is required with this request for Clinical Review. This information needs to be uploaded in ProviderPortal for Clinical Review to be completed.

- Office notes from the three (3) most recent visits
- Recent knee imaging results pertinent to this request
- Initial history and physical exam
- Any consultation reports
- List of patient's diagnoses, including indications for the procedure
- Type and duration of all therapeutic measures provided (if conservative management is not appropriate, the reason must be clearly documented)

CLINICAL SUMMARY

Collapse All

27447 Arthrp Kne Condyle&Platu Medial&Lat Compartments

Requires Further Review

Based on the information provided additional clinical information and documentation is needed for this procedure.

The **clinical feedback** is tailored based on your answers provided during the order request.

If you feel that there are questions that you did not answer accurately, you may **edit** responses.

Once you are satisfied that these answers are reflective of the member's clinical condition, select the **“Continue”** button.

Step 5 is complete

Note: Based on the feedback provided, some cases may require documents to be uploaded.

Order request preview

Order Request Preview

Request Status: Has Not Been Submitted Health Plan: Anthem CR Start Date: 06/22/2020

Member Information:
85DUCK, DAISY
Member #: YRM4333333330
PO BOX 791
ARGLITE, KY 46003
Date of Birth: 1/1/1955
Phone: 772-264-4600

Requesting Provider:
SCULLY, THOMAS
2 PROGRESS POINT PKWY
OFALLON, MO 63380
Phone: 314-645-8454
Fax: 314-434-1014
NPI: 1209592009

Primary Surgeon:
SCULLY, THOMAS
2 PROGRESS POINT PKWY
OFALLON, MO 63380
Phone: 314-645-8454
Fax: 314-434-1014
NPI: 1209592009

Facility: [View List](#)
CENTERPOINTE HOSPITAL
1430 OLIVE ST STE 100
SAINT LOUIS, MO 63103
Phone: 314-768-3858
Fax: NPI: 1603342206
Site Of Service Type: Outpatient Hospital

Surgical Staff
Surgical Assistant: Yes

Attach Documents

You must provide the following documents to support this request. The documents will be used for Clinical Review.

- Office notes from the site (3) most recent visits
- Recent knee imaging results pertinent to this request
- Initial history and physical exam
- Any consultation reports
- List of patient's diagnoses, including indications for the procedure
- Type and duration of all therapeutic measures provided (if conservative management is not appropriate, the reason must be clearly documented)

ATTACHMENTS

0/1000: 150

FILENAME	DOCUMENT TYPE	FILE SIZE	STATUS	ACTION
(Max: 15 MB)				

Attach Files: [ATTACH FILE](#)

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. Please call (800) 554-0580 for all Urgent Requests.

REQUESTED PROCEDURES (1)

Code	Description	Status	Reason	Action
27447	ARTHRP, KNEE CONDYLE/PLATU MEDIAL/LAT COMPARTMENTS Right			

DIAGNOSIS

ICD10: M13.861 Other specified arthritis, of knee

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of service provided. When required under applicable law, you will receive formal notification of the determination.

This is a preview of your order.

Select “**Submit This Request**” to proceed.

After selecting the “**Submit This Request**” button, you will be able to provide additional information, as necessary.

The middle section for **upload documentation** will describe the documents that are required for AIM to properly review this request.

It is essential to upload the necessary documentation on case submission in order to have the case properly reviewed.

Additional information opportunity



Enter Additional Clinical Information Below

Based on the information provided, the request does not meet Medical policy, please submit additional information below:

First Name
Demo REQUIRED

Last Name
Training REQUIRED

Phone
(800) 123-4567

Ext

Email REQUIRED

Additional clinical information: (Maximum 1800 characters) REQUIRED

Save Cancel

Prior to the case being submitted, you will be asked to include your first name, last name, phone, and email.

AIM will be pre-populated the information based on data from your user profile.

You may provide additional clinical information (up to 1800 characters) for AIM staff to use when reviewing the case.

Click “**Save**” to submit the preauthorization request.



Additional Provider Portal **features**

How to check an order status

The screenshot shows the 'Order Inquiry' web application. At the top, there is a navigation bar with 'Order Inquiry' on the left and 'Logout' on the right. Below the navigation bar, there is a header area with 'Welcome DEMO TRAINING' and several utility links: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. On the left side, there is a vertical menu with five 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 with 'Allergiant' selected. The second section, 'Select the order type', has a list of 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 with 'Order ID' selected and two radio buttons: 'Order ID + DOB' (selected) and 'Order ID + Name'. Below these 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 at the bottom of this section. To the right, there are two informational boxes. The 'Message Center' box contains a notice about application unavailability on Sundays and a notice about unavailability on Saturday, June 13th. The 'Provider Resources' box, marked with a star, lists links for 'Radiology Tutorial', 'Genetic Testing Tutorial', 'Registration', 'FAQ - Medicare AUC Program', and '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

The screenshot displays the 'Order Inquiry' web application. The top navigation bar includes a home icon, the text 'Order Inquiry', and a 'Logout' link. Below the navigation bar, a message reads: '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.'

The interface is divided into two main sections: search filters on the left and search results on the right.

Search Filters (Left):

- Health Plan:** A dropdown menu with a blurred selection.
- Search by:** A dropdown menu with 'Member' selected.
- SELECT SEARCH TYPE:** Two radio buttons: 'Member ID + DOB' (selected) and 'Member ID + Name'.
- MEMBER ID:** A text input field containing '333333333'.
- DATE OF BIRTH:** A text input field containing '01/01/1985'.
- Buttons:** 'Find' and 'Clear' buttons.

Order Search Results (Right):

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

Below the table, there is a pagination bar with navigation icons and the text 'DISPLAYING 1-4 OF 4 RESULTS'. A warning icon and text 'Multiple Decisions Rendered' are also present. At the bottom of the results section, there are 'Back to Search results' and 'Print Preview' buttons.

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

Welcome: Portal User

Order Request | Help | Logout

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

Access Your Reports

Show me: For: Within the last: With the status:

My Orders
 My Group's Orders

Diagnostic Imaging
 Cardiovascular
 Specialty Drug
 Radiation Therapy
 Sleep Management
 Chemotherapy and Supportive Drugs
 Surgical Procedures
 Genetic Testing
 Musculoskeletal

7 Days | All | Go

Welcome: Portal User

Order Request | Help | Logout

Manage Your Physician List | Manage Your User Profile | Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

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Show me: For: Within the last: With the status:

My Orders
 My Group's Orders

Diagnostic Imaging
 Cardiovascular
 Specialty Drug
 Radiation Therapy
 Sleep Management
 Chemotherapy and Supportive Drugs
 Surgical Procedures
 Genetic Testing
 Musculoskeletal

7 Days | All | Go

All Orders | Records Per Page: 10

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
SMITH, JACK	000000001	11/01/2017	Incomplete	Able, Joe	11/01/2017	Demo User

To view previous orders from the home page:

1. Navigate to “View Order History”
2. Select the “Musculoskeletal” request type
3. Choose your timeframe
4. Select “Go”

This will pull all the orders in the given timeframe. It will display the member’s name, and the order status.

Click on the member’s name to open the request summary.

Manage My Groups

The screenshot displays the AIM Specialty Health Provider Portal. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. A navigation bar contains 'Order Request' and 'Logout'. Below the navigation bar, there are three main menu items: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A 'Welcome' message is visible on the left. On the far left, there is a vertical sidebar with four items: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', and 'Access Your Optinet Registration'. The central area features a search form for finding a member. The form includes a date selector for 'Select the date of service', a search type selector with radio buttons for 'Member ID + DOB' (selected) and 'Member ID + Name', a text input for 'Member ID' with a placeholder 'Member Number', and a date input for 'Date of Birth' with a placeholder 'MM/DD/YYYY'. A green 'Find This Member' button is located at the bottom of the form. To the right of the search form is a 'Message Center' box with a notice: '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

Powered By
DEMO

AIM Specialty Health

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 Page
Client Key	Health Plan	10
		Remove

1 of 60 Total Number of Records Found: 60

[Add New Health Plan](#) [Manage Group List](#)

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.



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, CPT Code List, and AIM Clinical Guidelines are located within the Reference Desk.

Adding a health plan to an existing user account

The screenshot shows a web application interface with a blue header bar containing a home icon and the text "Order Request". Below the header, there is a navigation bar with the text "Welcome DEMO TRAINING" and four icons: "Manage Your Physician List", "Manage Your User Profile", and "Reference Desk". A sidebar on the left contains five menu items: "Start Your Order Request Here", "Check Order Status", "View Order History", "Check Claim Status", and "Access Your Optinet Registration". The main content area is a form titled "Manage Your User Profile" with the following fields:

- "Select the date of service" with a date picker and a help icon.
- "Select the search type" with two radio buttons: "Member ID + DOB" (selected) and "Member ID + Name".
- "Member ID" with a text input field containing "Member Number" and a help icon.
- "Date of Birth" with a text input field containing "MM/DD/YYYY".

A green button labeled "Find This Member" is located at the bottom of the form.

Associating multiple health plans to one user login account

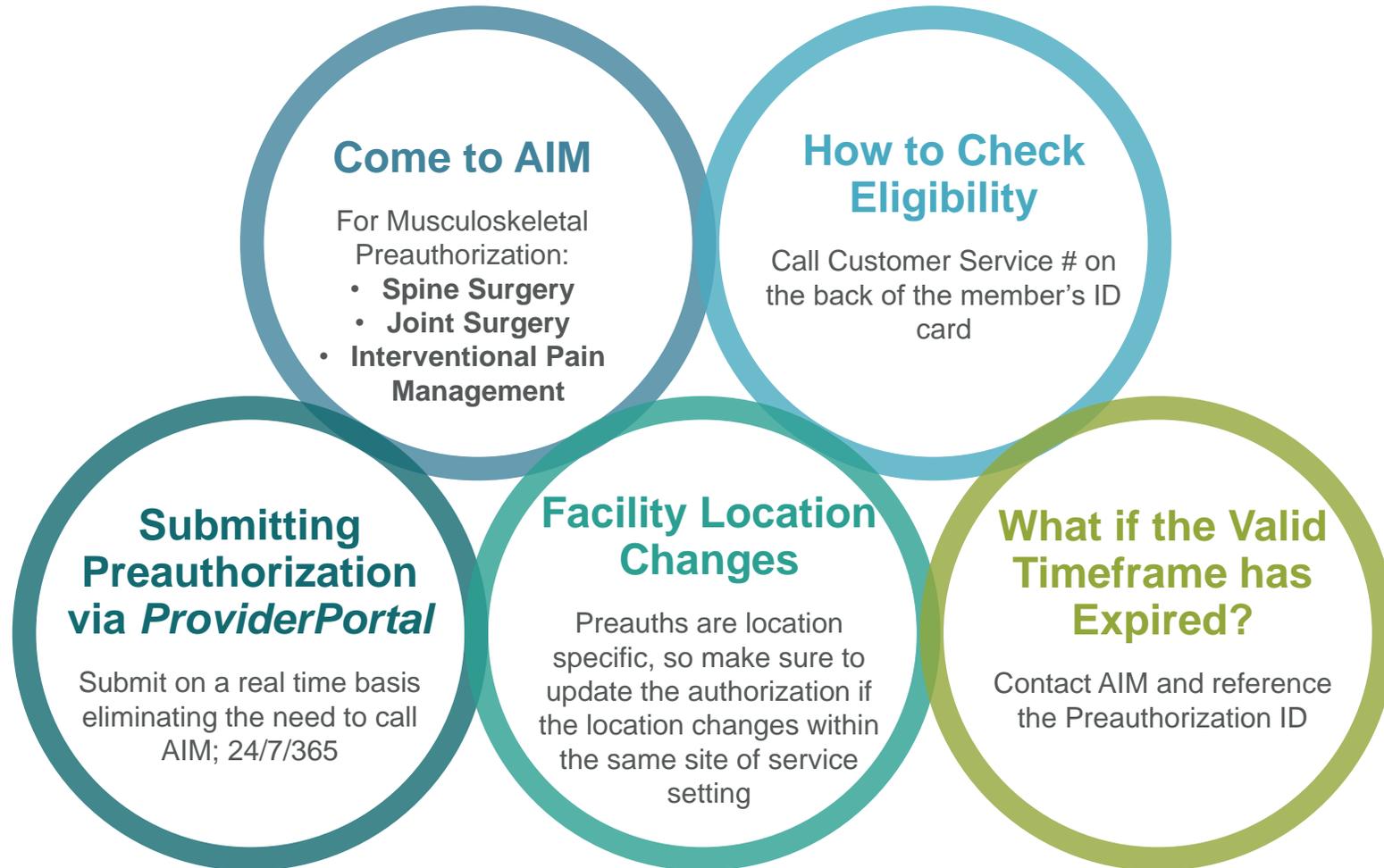
1. Select **“Manage Your User Profile”** on the home page
2. In the User Role tab, select **“Add a New Health Plan”**
3. Select the new health plan to associate to your login account and enter at least one identifier to associate with that health plan (e.g. TIN, NPI, etc.)

Adding a health plan to an existing user account

The screenshot shows a web application interface with a navigation bar at the top containing tabs for 'User Role', 'User Information', 'Account Information', 'Notification', and 'Change Password'. The 'User Role' tab is selected, and the page title is 'User Role' with the subtitle 'Ordering Provider'. Below this, there is a section for 'Health Plan Utilization Review Programs' with a green bar and a checked checkbox labeled 'Enabled'. Underneath, the 'Health Plan(s)' section lists 'Health Plan One'. At the bottom right, there are two buttons: 'Add New Health Plan' and 'Manage My Groups'.

The screenshot shows the 'Add New Health Plan' page. The title bar contains a home icon and the text 'Add New Health Plan'. The main heading is 'Health Plan Provider Association'. Below this is a section titled 'Health Plans Found' with a blue header. A text box explains: '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.' There are three rows of checkboxes: 'Health Plan One' (unchecked), 'Health Plan Two' (checked), and 'Health Plan Three' (unchecked). To the right of 'Health Plan Two' is a label 'Group TIN' and an empty text input field. To the right of 'Health Plan Three' is a label 'Ordering Provider TIN' and another empty text input field. At the bottom left, there are 'Cancel' and 'Next >' buttons.

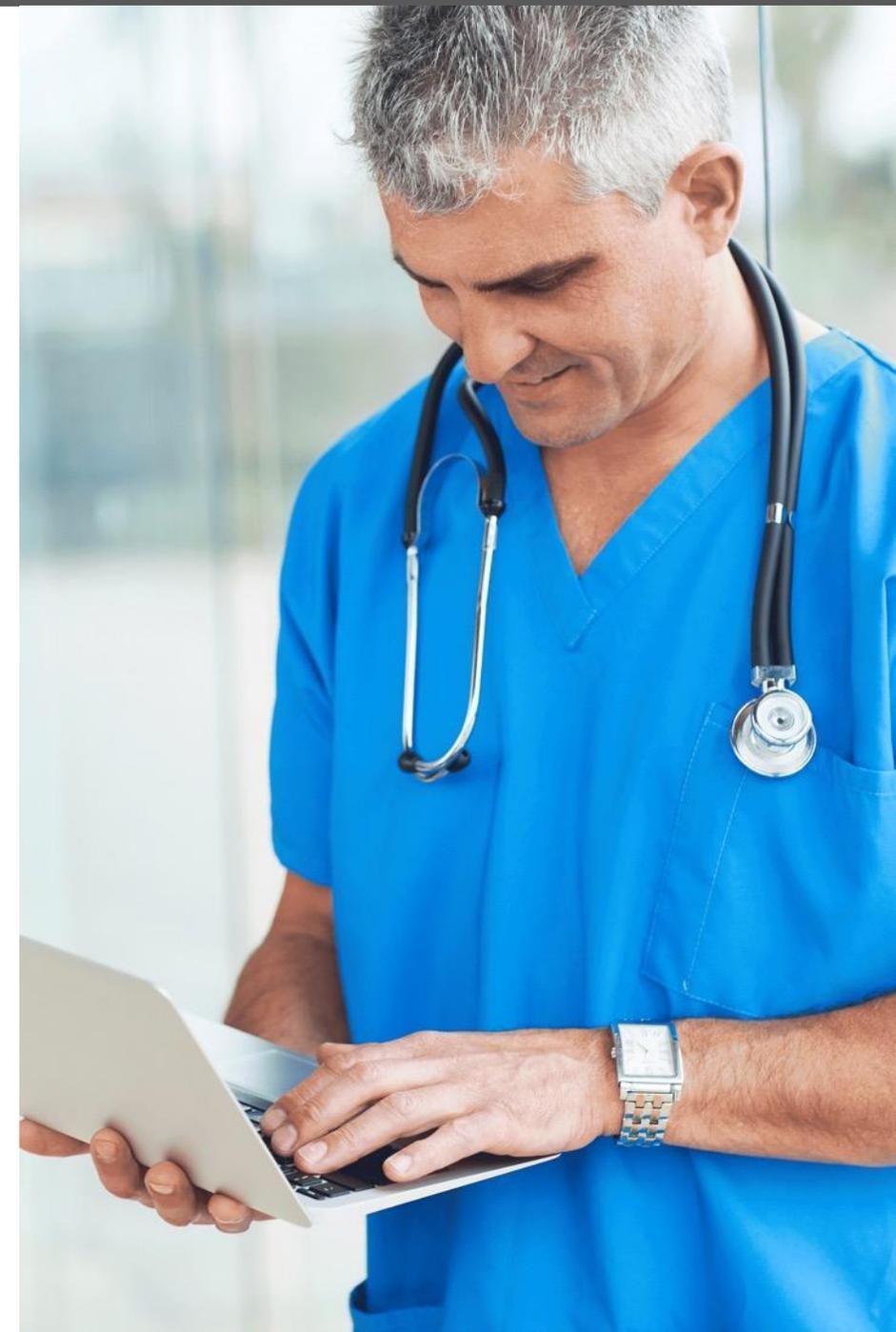
Reminders





AIM conducts a provider satisfaction survey annually in December.

Please be sure to participate!



Questions?



Musculoskeletal Program provider website:
www.AIMProviders.com/MSK

* 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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