



Musculoskeletal Solution

PROVIDER OFFICE STAFF END USER TRAINING

9/10/2020

BMOPEC-0092-20 September 2020

Objective

Effective September 1, 2020, AIM will manage Musculoskeletal reviews (Joint and Spine Surgery, Pain Management) for Healthy Blue membership in Nebraska and Missouri 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



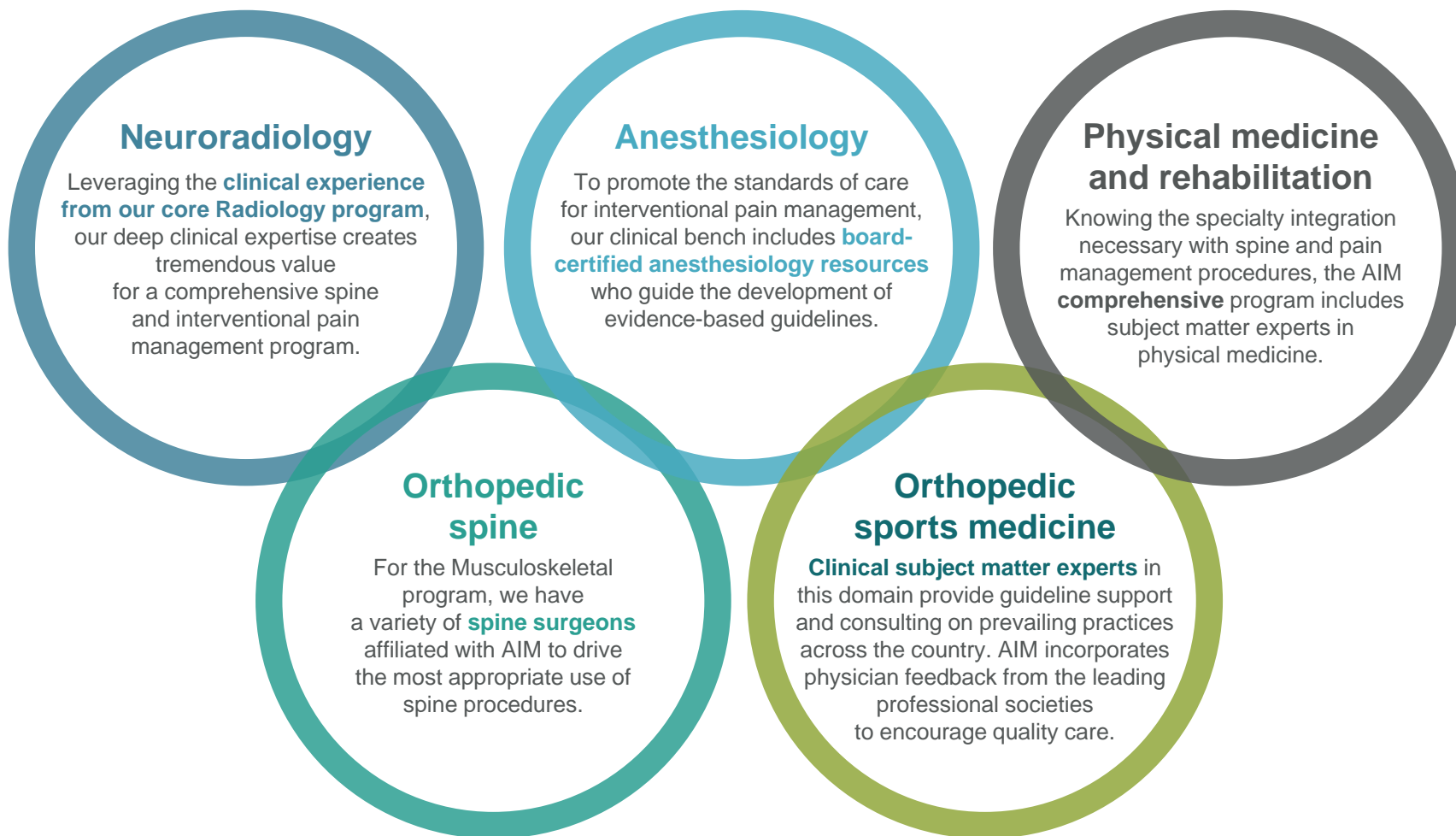
**ROBERT
ZIMMERMAN**

Medical Director,
Radiation Oncology



Musculoskeletal Program Overview

Multidisciplinary team supports our program



**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

Blue Cross Blue Shield
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

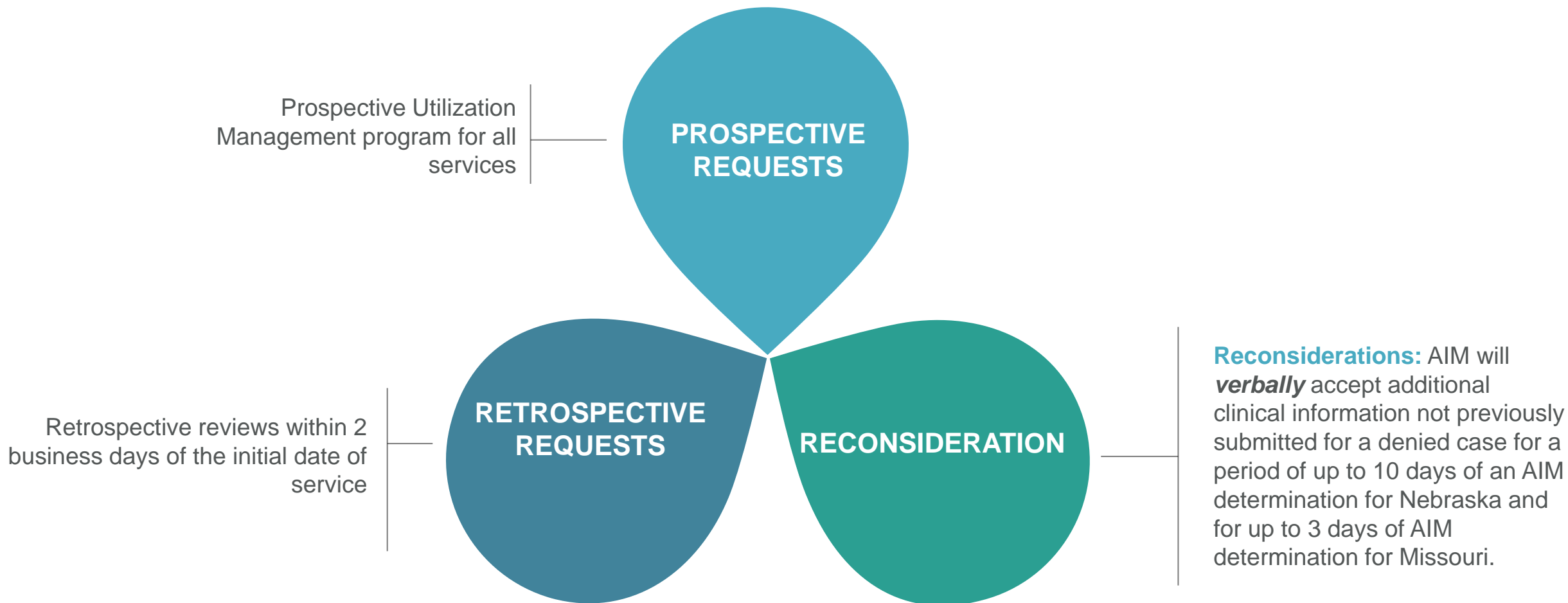
- Level of pain
- Level of function
- Imaging report
- Conservative treatment
- Smoking cessation
- Weight reduction to achieve a BMI <40



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 Healthy Blue 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 (Not applicable to Missouri)

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 (Not applicable to Missouri)

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

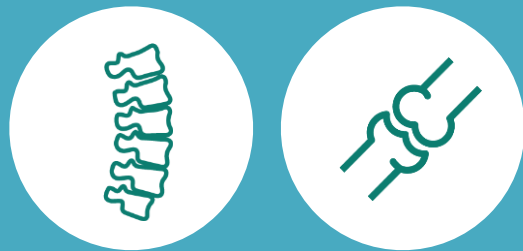
ORDER NUMBER EXPIRES:

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

Case turn around times - Missouri



Case turn around times

CASE	
Non-urgent Requests	Shall close within 1 Calendar day
Urgent Requests	Shall close within 1 Calendar day



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 - Nebraska
- Dedicated toll-free number: 1-855-574-6479 - Missouri
- Contact center hours:
 - Monday – Friday 7AM – 7PM CST
- Voicemail messages received after business hours will be responded to the next business day

Which Healthy Blue members need preauthorization through AIM?



Included lines of business (products):

- Healthy Blue members in Missouri
- Healthy Blue members in Nebraska



Excluded lines of business (products):

- Commercial
- Medicare

Order request check list

Demographic information

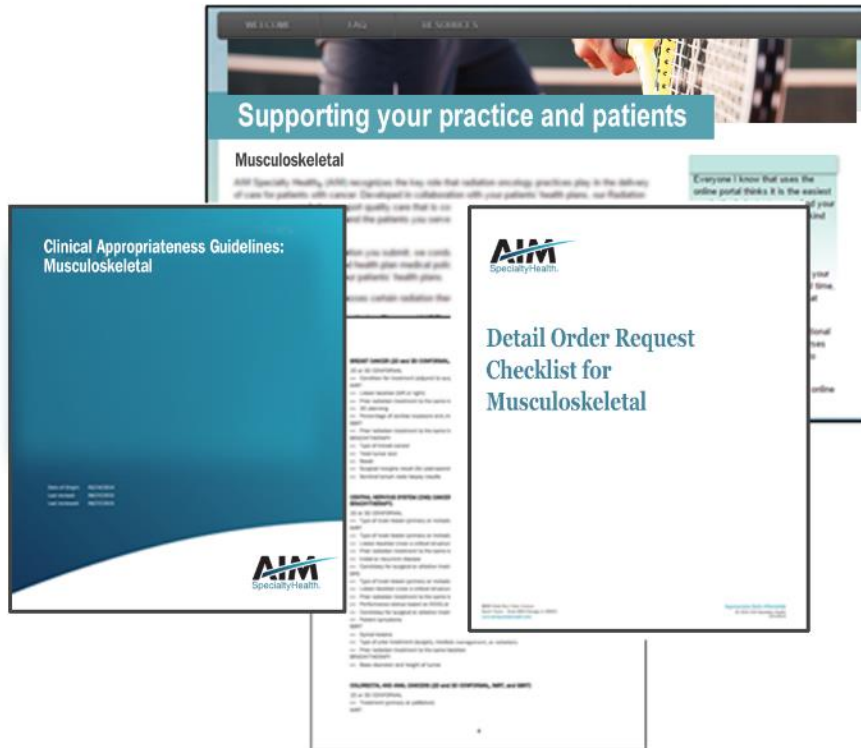
- ☐ Member first and last name and date of birth
- ☐ Order provider first and last name
- ☐ CPT code(s) and the name of the procedure you are requesting

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

Start your
order request

Check order
status

View order
history

Manage your
physician list

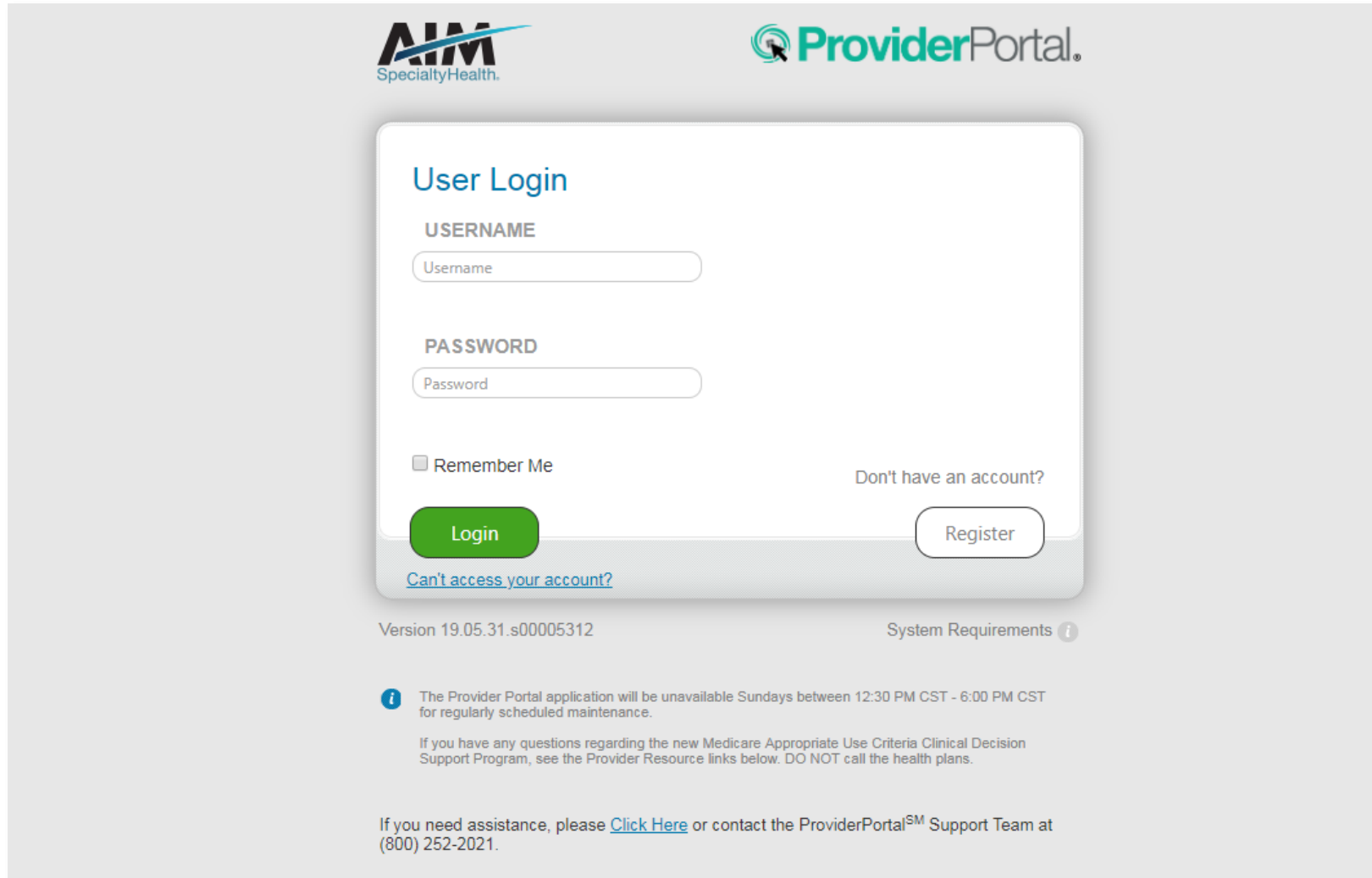
Manage your
user profile

Reference desk
Training/tutorials
CPT codes
Forms

ProviderPortal access and registration

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

ProviderPortal login/registration



The screenshot shows the AIM SpecialtyHealth ProviderPortal login and registration interface. 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, the title "User Login" is in blue. 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 to "System Requirements" with an information icon, and a maintenance notice: "The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance." Below this is a link to "Click Here" and a contact number "(800) 252-2021".

AIM SpecialtyHealth

ProviderPortal

User Login

USERNAME

Username

PASSWORD

Password

☐ Remember Me

Don't have an account?

Login

Register

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

Version 19.05.31.s00005312

[System Requirements](#)

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.

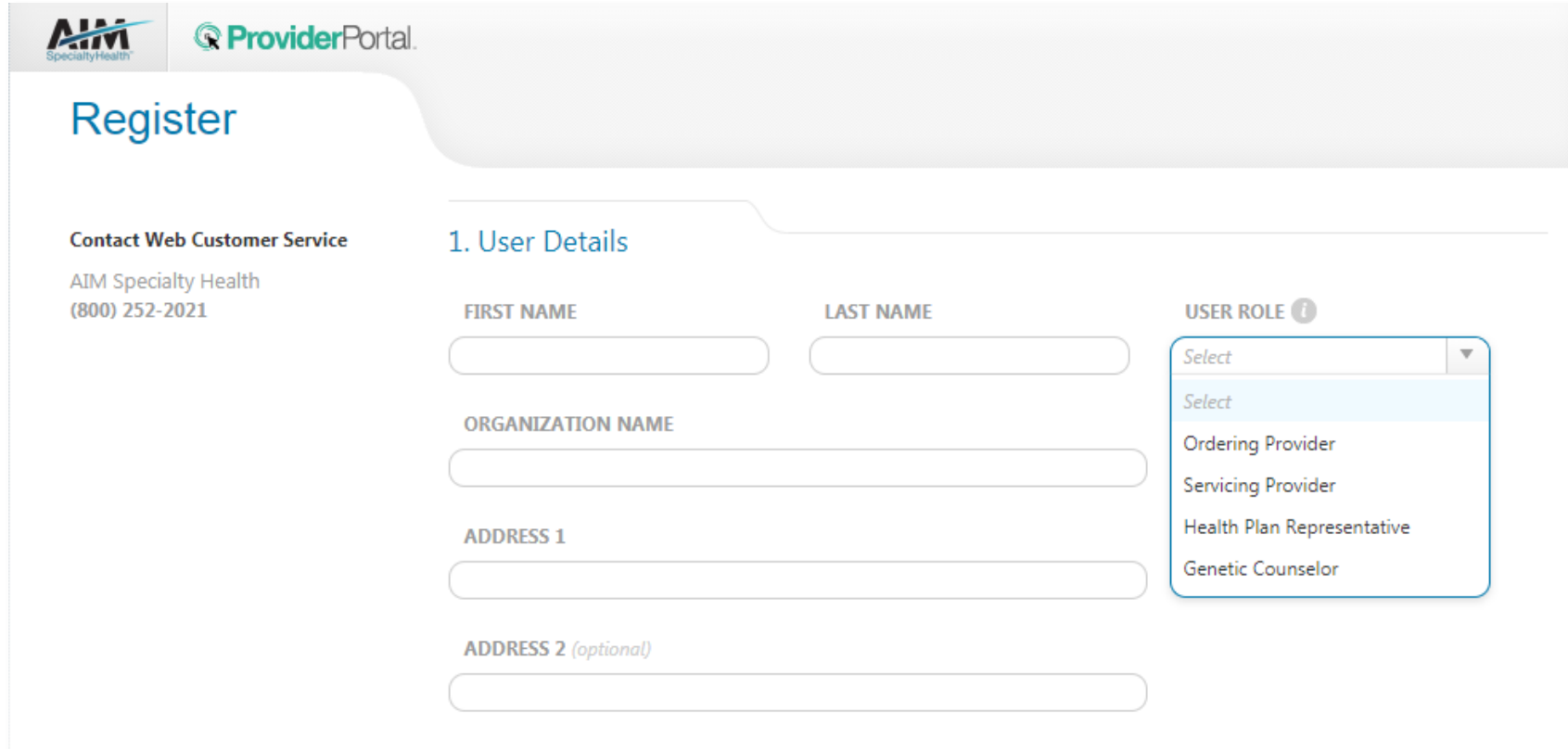
If you need assistance, please [Click Here](#) or contact the ProviderPortalSM Support Team at (800) 252-2021.

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

or

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

ProviderPortal registration



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

AIM Specialty Health **ProviderPortal**

Register

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

1. User Details

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

Select ▼

Select

Ordering Provider

Servicing Provider

Health Plan Representative

Genetic Counselor

ORGANIZATION NAME

ADDRESS 1

ADDRESS 2 (optional)


Enter your name & practice information to begin registering

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

ProviderPortal registration

3. Application Selection

Select the applications you will need to access.

☒ Health Plan Utilization Review Programs 

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

PROVIDER IDENTIFIER

Select

Select

☐ Tax ID (TIN)

Group TIN

NPI

4. ☐ Group NPI

Provider ID

☐ I Agree to the Terms of Service

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

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

Then type in the number in the following field



***ProviderPortal* order request demonstration**

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

ProviderPortal Home Page

The screenshot displays the ProviderPortal Home Page. At the top, there is a blue header with a home icon and the text 'Order Request'. Below this, a grey navigation bar contains the text 'Welcome DEMO TRAINING' and four icons with labels: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. The main content area is divided into a left sidebar and a central form. The sidebar contains five links: 'Start Your Order Request Here' (with a green box icon), 'Check Order Status' (with a green 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 central form is titled 'Find This Member' and contains the following fields: 'Select the date of service' (a date picker set to 9/1/2017), 'Select the search type' (radio buttons for 'Member ID + DOB' and 'Member ID + Name', with 'Member ID + DOB' selected), 'Member ID' (a text box containing 376699988), and 'Date of Birth' (a date picker set to 01/01/1961). A green 'Find This Member' button is 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 that is a 'Provider Resources' section with a green header and a white body containing a link to 'Next Generation Solutions Tutorial'.

Order Request

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 date of service: 9/1/2017

Select the search type: ☒ Member ID + DOB ☐ Member ID + Name

Member ID: 376699988

Date of Birth: 01/01/1961

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.

Provider Resources

Next Generation Solutions Tutorial

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.

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

Member search results

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



Order Request

ProviderPortal

Logout

Step: 1 2 3 4 5

Step 1: Please select the member from the list below.

Member Search Results

Records Per Page 10

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

Total Number of Records Found: 1

Change Member Search Criteria

Delete This Request

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 #: 333333333 Date of Service: 6/22/2020
Date of Birth: 1/1/1985 Health Plan: [View Details](#)

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

Diagnostic Imaging

[View Code List](#)

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

Cardiovascular

[View Code List](#)

Includes:
Angiography, percutaneous coronary revascularization, arterial ultrasound

Sleep Management

[View Code List](#)

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

Musculoskeletal

[View Code List](#)

Sub-Category

Select

Select

Spine Surgery

Interventional Pain Management

Joint Surgery

Radiation Therapy

[View Code List](#)

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

Chemotherapy and Supportive Drugs

[View Code List](#)

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

Genetic Testing

[View Code List](#)

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

Other Surgical Procedures

[View Code List](#)

Includes:
Arthroscopy, Colonoscopy & Endoscopy

Provide Member contact information:

Phone Number 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.

[Delete This Request](#) [Continue](#)

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

AIM SpecialtyHealth **DEMO** 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:

Code Summary

62323

Nix Dx/Ther Sbst Intrmnr Lmbr/Sac W/lmg Gdn

Enter ICD Code

Enter your primary ICD code.

Search

Delete this request

Enter ICD Code

Enter your primary ICD code.

Search

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

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.

AIM
SpecialtyHealth

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:

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

Requesting provider selection

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

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]

Hide Details

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

Requesting Providers

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

DELETE this request

DISPLAYING 1-4 OF 4 RESULTS

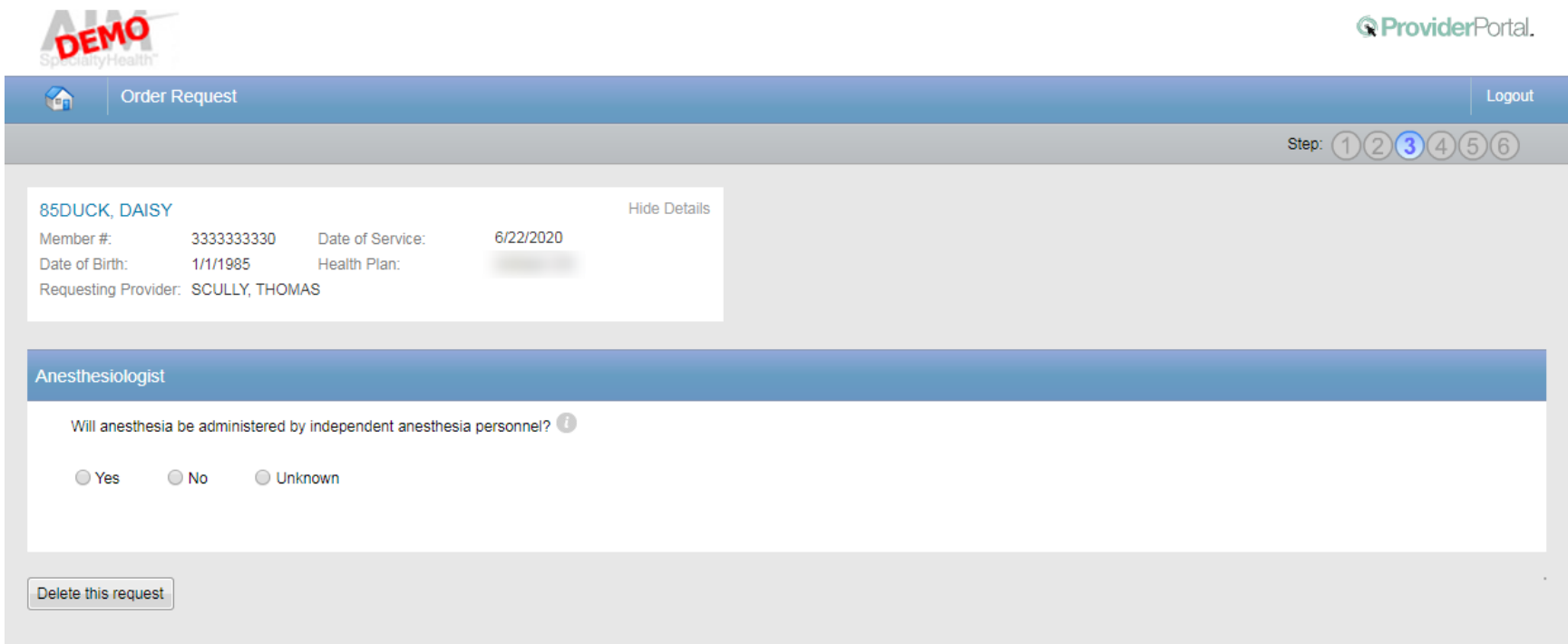
2

Physician

Is the Physician the same as the Requesting Provider?

☐ Yes ☐ No

Independent Anesthesia Services



AIM Specialty Health **DEMO** **Provider Portal** **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

Anesthesiologist

Will anesthesia be administered by independent anesthesia personnel? ⓘ

☐ Yes ☐ No ☐ Unknown

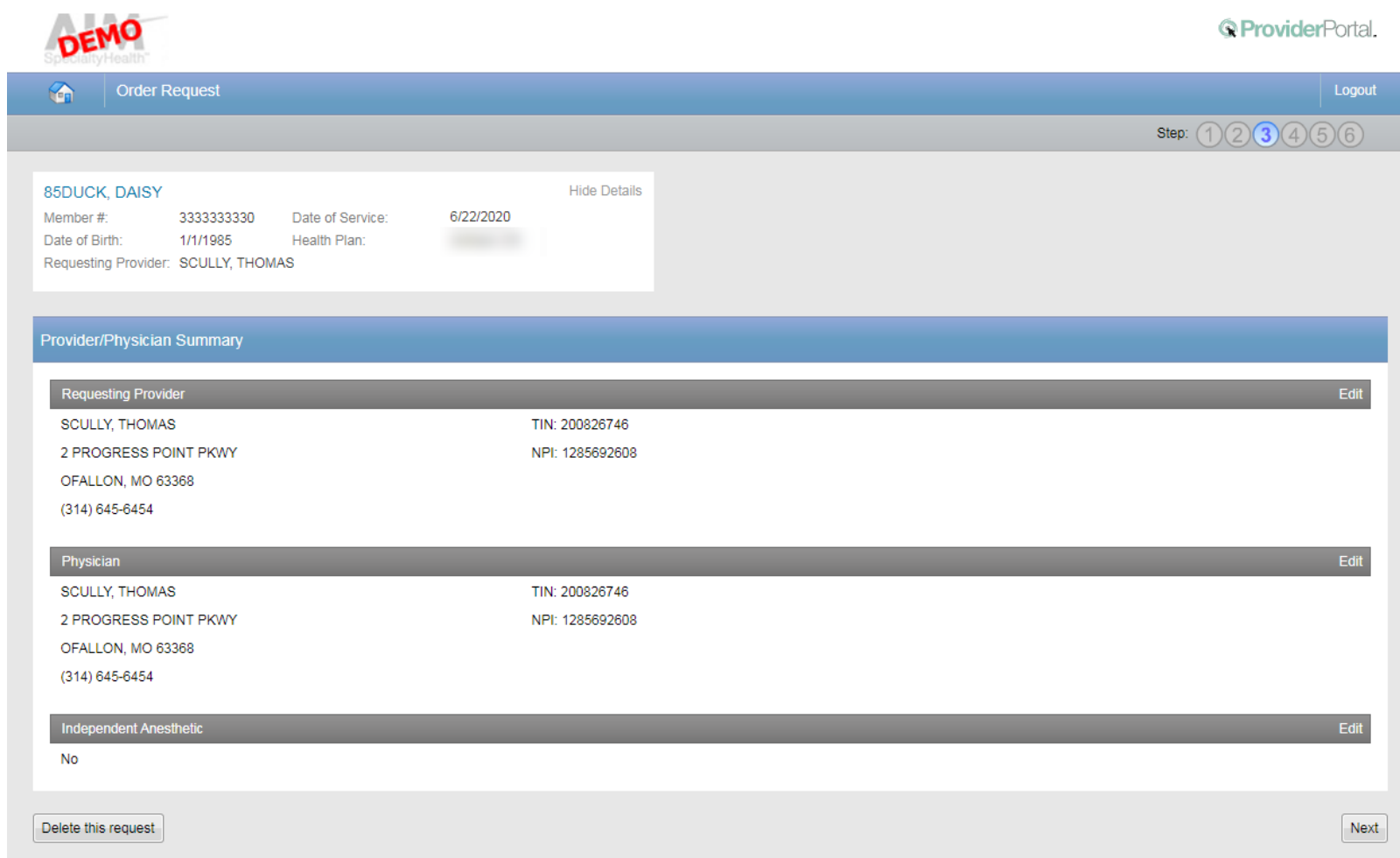
[Delete this request](#)

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**

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

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		

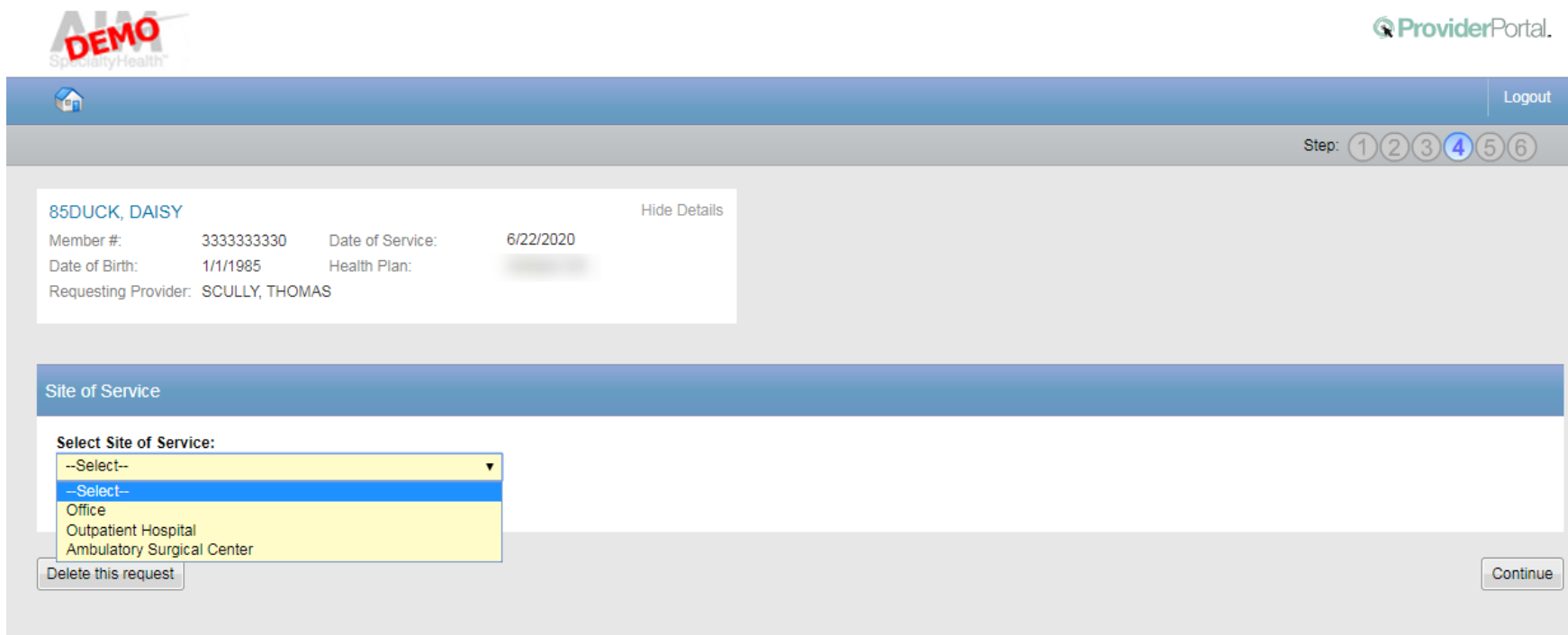
Delete this request Next

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 steps 1 through 6, where step 4 is highlighted. The main content area displays patient information for '85DUCK, DAISY' with fields for Member #, Date of Service, Date of Birth, Health Plan, and Requesting Provider. Below this is a 'Site of Service' section with a dropdown menu labeled 'Select Site of Service:'. The dropdown menu is open, showing options: '--Select--', '--Select--', Office, Outpatient Hospital, and Ambulatory Surgical Center. At the bottom left of the form is a 'Delete this request' button, and at the bottom right is a 'Continue' button.

AIM Specialty Health

ProviderPortal.

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: [REDACTED]

Requesting Provider: SCULLY, THOMAS

Site of Service

Select Site of Service:

--Select--

--Select--

Office

Outpatient Hospital

Ambulatory Surgical Center

Delete this request

Continue

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

AIM
SpecialtyHealth

ProviderPortal

Order Request

Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Hide Details](#)

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

Please Choose a Provider

Office Facility Search

Facility Name:

City:

State

Zip Code:

OR

Group NPI:

[Clear](#)

Office Facility Search Results [Change Site of Service](#)

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	

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31 32 33 34 35 36 37 38 39 40 41 42 43 44 45 46 47 48 49 50 51 52 53 54 55 56 57 58 59 60 61 62 63 64 65 66 67 68 69 70 71 72 73 74 75 76 77 78 79 80 81 82 83 84 85 86 87 88 89 90 91 92 93 94 95 96 97 98 99 100


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


 **DEMO**

ProviderPortal.


Order Request


Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY  Edit


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

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


Requesting Provider: SCULLY, THOMAS  Edit

Hide Details

Facility Summary

Site of Service Details 

Office

Facility 

CARDINAL GLENNON CHILDRENS HOSPITAL

1465 S GRAND BLVD

SAINT LOUIS, MO 63104

(314) 268-4079

TIN: 430738490

NPI: 1174577670

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. 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 blue 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. The top section, titled '85DUCK, DAISY', contains patient details: 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. The bottom section is titled 'PROCEDURES REQUESTED (1)' and lists a procedure: '62323 Njx Dx/Ther Sbst Intrmnr Lmbr/Sac W/Img Gdn' with a red note 'Requires Clinical Information'. To the right of this is the 'CLINICAL INFORMATION' section, which prompts the user to 'Answer the following questions to provide as much information as possible for clinical review.' The first question is '* 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'.

AIM Specialty Health

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:

Requesting Provider: SCULLY, THOMAS

Hide Details

PROCEDURES REQUESTED (1)

62323 Njx Dx/Ther Sbst Intrmnr 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

DEMO SpecialtyHealth 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

Clinical Summary
Diagnosis / ICD Code:
R52 Pain, unspecified

PROCEDURES REQUESTED (1)

62323 Njx Dx/Ther Sbst Intrlmnr Lmbr/Sac W/Img Gdn
Requires Further Review

CLINICAL SUMMARY Collapse All

62323 Njx Dx/Ther Sbst Intrlmnr Lmbr/Sac W/Img Gdn
Requires Further Review

Based on the information you have provided, your request does not meet medical necessity criteria due to the following:

[Blurred text area]

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

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 #: YRM33333333330
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.

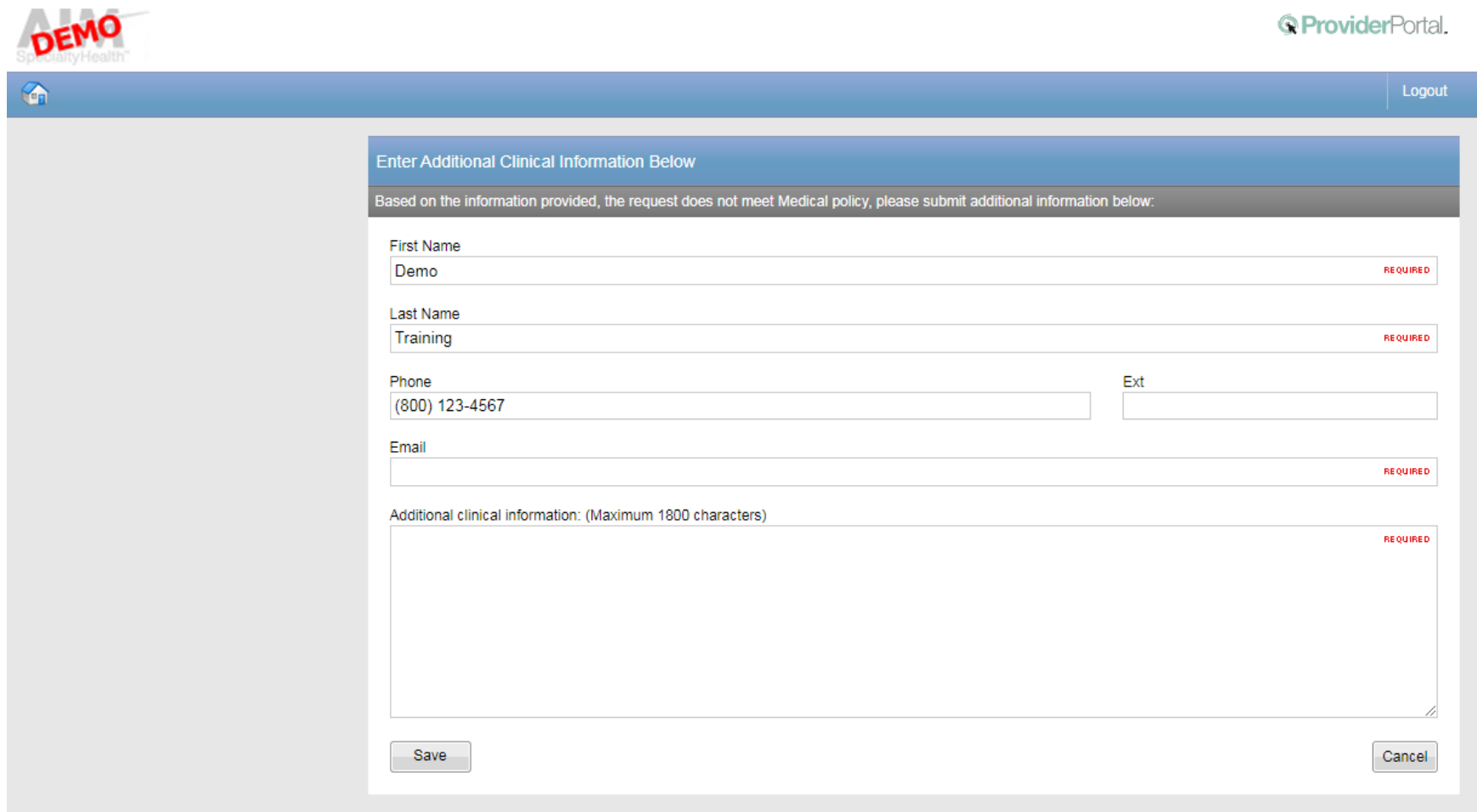
For each procedure you requested, you may see a request status as well as a brief description with the reason.

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



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. The main content area is titled 'Enter Additional Clinical Information Below' and contains a message: 'Based on the information provided, the request does not meet Medical policy, please submit additional information below:'. The form includes several input fields: 'First Name' (pre-filled with 'Demo'), 'Last Name' (pre-filled with 'Training'), 'Phone' (pre-filled with '(800) 123-4567'), 'Ext' (empty), and 'Email' (empty). Each of these fields has a red 'REQUIRED' label to its right. Below these is a large text area for 'Additional clinical information: (Maximum 1800 characters)' with a red 'REQUIRED' label to its right. At the bottom of the form are 'Save' and 'Cancel' buttons.

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 **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]

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

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]

Code Summary

27447
Arthrp Kne Condyle&Platu Medial&Lat Compartments
Right

Enter ICD Code

Enter your primary ICD code.

Enter ICD Code

Enter your primary ICD code.

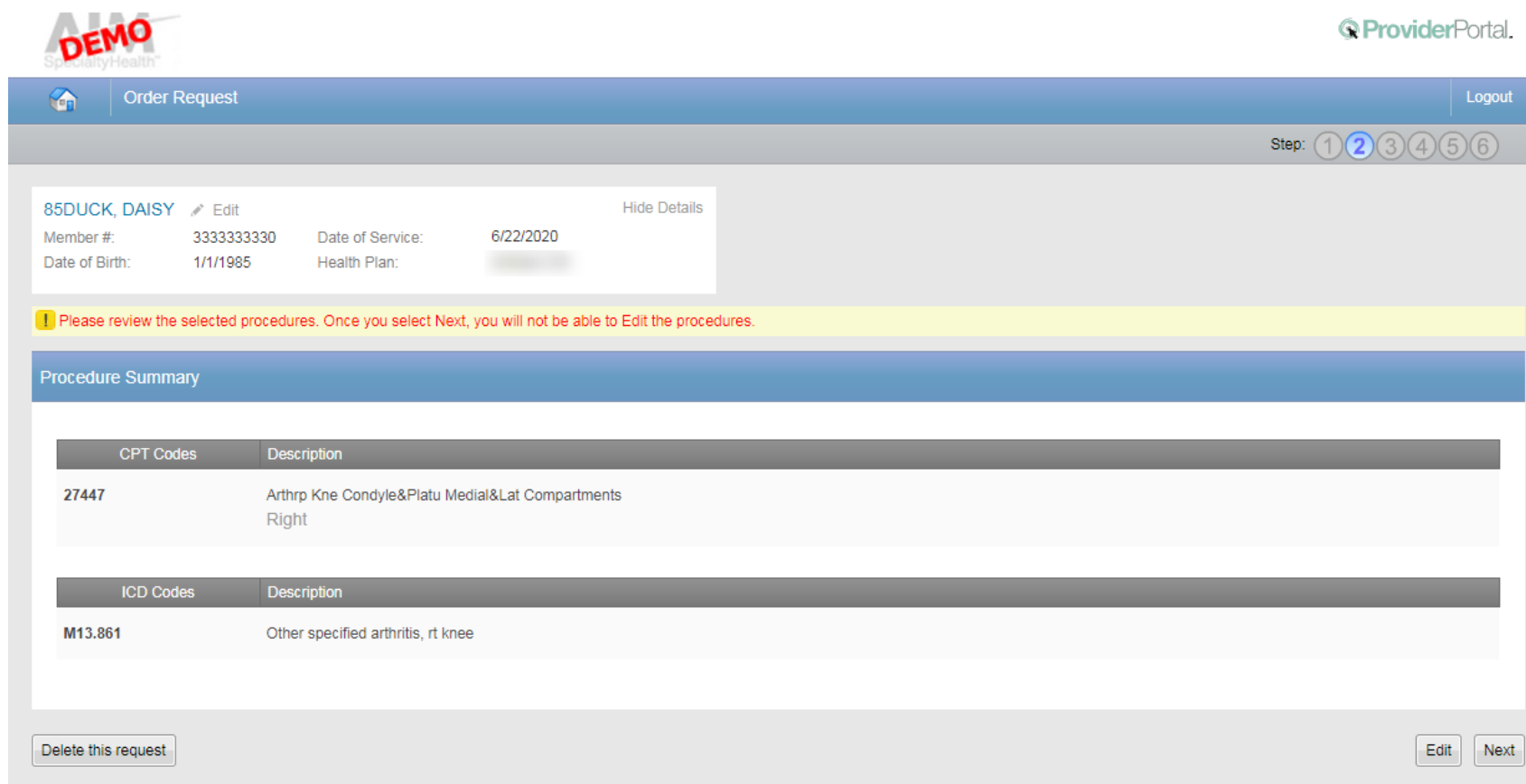
Code	Description
R52	Pain, unspecified (Pain)
M79.601	Pain in right arm (Arm pain)
M79.602	Pain in left arm (Arm pain)

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



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. Below the header is a blue navigation bar with 'Order Request' and 'Logout' links. A progress indicator shows six steps, with step 2 highlighted. The main content area shows patient information for '85DUCK, DAISY' with an 'Edit' link and a 'Hide Details' link. Patient details include Member #: 3333333330, Date of Service: 6/22/2020, Date of Birth: 1/1/1985, and Health Plan: [redacted]. A yellow warning banner states: 'Please review the selected procedures. Once you select Next, you will not be able to Edit the procedures.' Below this is a 'Procedure Summary' section with two tables. The first table lists CPT Codes and Descriptions, showing code 27447 for 'Arthrp Kne Condyle&Platu Medial&Lat Compartments Right'. The second table lists ICD Codes and Descriptions, showing code M13.861 for 'Other specified arthritis, rt knee'. At the bottom left is a 'Delete this request' button, and at the bottom right are 'Edit' and 'Next' buttons.

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: [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

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:

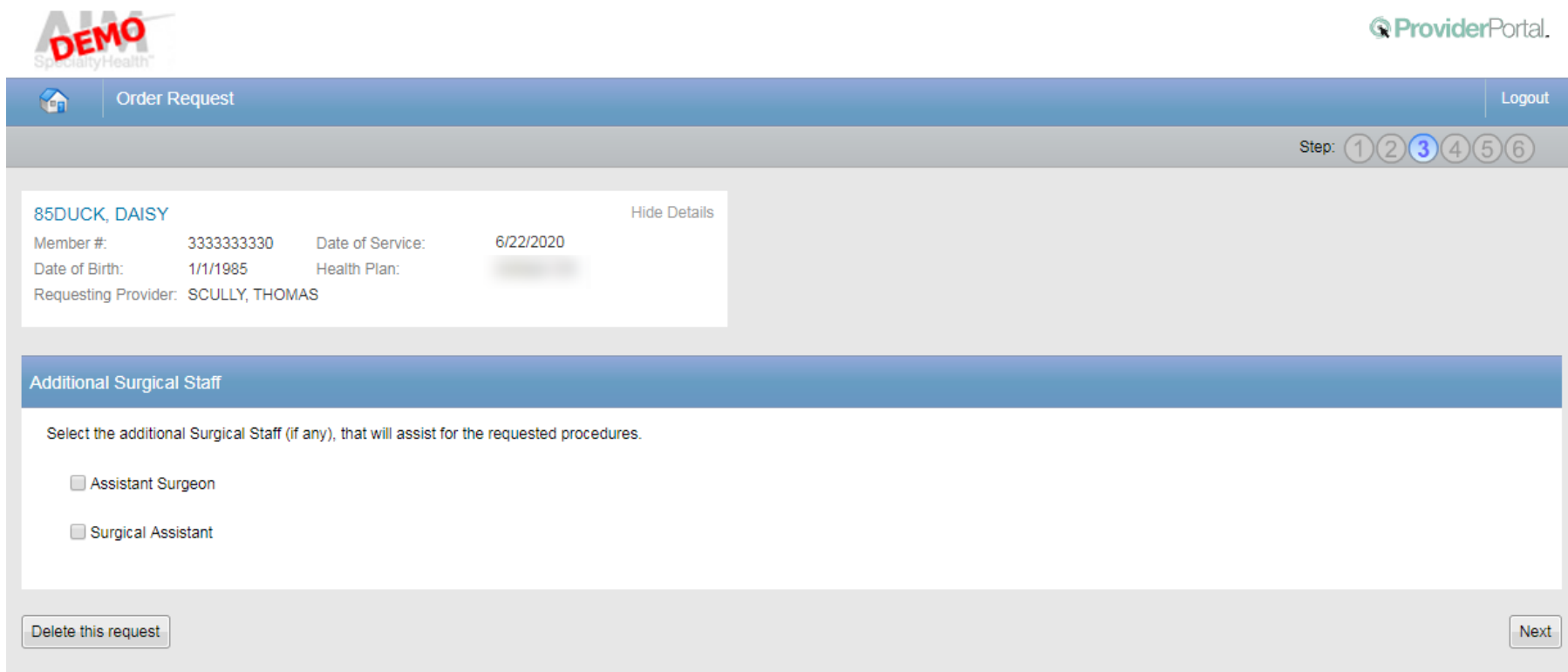
Identify if the Primary Surgeon is the same as the Requesting Provider.

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

The screenshot displays the 'Requesting Provider Search' interface. At the top, a 'DEMO' watermark is visible. The header includes 'Order Request' and 'Logout' links. A progress bar shows 'Step: 1 2 3 4 5 6', with '3' highlighted. The main content area shows patient information for '85DUCK, DAISY' (Member #: 333333330, Date of Birth: 1/1/1985, Date of Service: 6/22/2020, Health Plan: [redacted]). Below this is the 'Requesting Provider Search' section. It includes a 'Search Type' dropdown with options: 'Name' (selected), 'TIN or NPI', and 'Address'. There are input fields for 'First Name:' and 'Last Name:', a 'State' dropdown menu set to 'Kentucky', and 'Search' and 'Clear' buttons. To the right, a 'Recent' tab is active, showing a table of 'Requesting Providers'. The table has columns: Favorite, Name, Address, City, Specialty, and Health Plan. It lists four providers: BUTTERMANN, GLENN (Orthopedic Surgery), CALLAGHAN, JOHN (Internal Medicine), SCULLY, THOMAS (Urology), and SMITH, ALISON (Radiology). A 'Delete this request' button is at the bottom left of the table. A status bar at the bottom right of the table says 'DISPLAYING 1-4 OF 4 RESULTS'. Below the table, a 'Primary Surgeon' section asks 'Is the Primary Surgeon the same as the Requesting Provider?' with radio buttons for 'Yes' and 'No'.

Favorite	Name	Address	City	Specialty	Health Plan
★	BUTTERMANN, GLENN	730 10TH AVE	BALDWIN	Orthopedic Surgery	[redacted]
☆	CALLAGHAN, JOHN	975 W WALNUT ST STE 424	INDIANAPOLIS	Internal Medicine	[redacted]
★	SCULLY, THOMAS	2 PROGRESS POINT PKWY	OFALLON	Urology	[redacted]
☆	SMITH, ALISON	1730 W 25TH ST	CLEVELAND	Radiology	[redacted]

Additional surgical staff



The screenshot shows the 'ProviderPortal' interface. At the top left is the AIM Specialty Health logo with a red 'DEMO' watermark. The top navigation bar includes a home icon, 'Order Request', and a 'Logout' link. A progress indicator shows six steps, with step 3 (Additional Surgical Staff) 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.

85DUCK, DAISY [Hide Details](#)

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

Additional Surgical Staff

Select the additional Surgical Staff (if any), that will assist for the requested procedures.

☐ Assistant Surgeon

☐ Surgical Assistant

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

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

AIM
SpecialtyHealth

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		

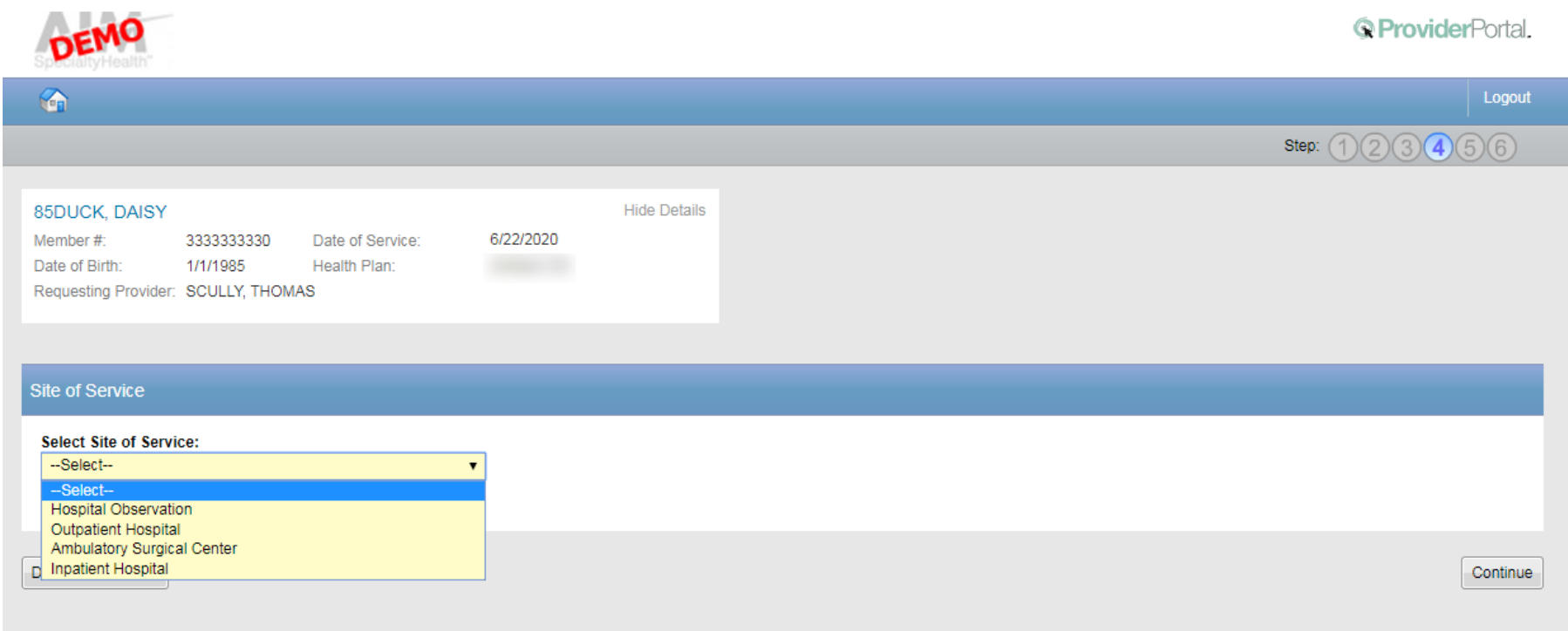
Surgical Staff		Edit
Surgical Assistant:	Yes	

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



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 indicating "Step: 1 2 3 4 5 6", with step 4 highlighted. The main content area displays patient information for "85DUCK, DAISY" with fields for Member # (333333330), 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 "Site of Service" with a dropdown menu labeled "Select Site of Service:". The dropdown is open, showing options: "--Select--", "--Select--", Hospital Observation, Outpatient Hospital, Ambulatory Surgical Center, and Inpatient Hospital. A "Continue" button is located at the bottom right of the form.

AIM Specialty Health

ProviderPortal.

Logout

Step: 1 2 3 4 5 6

85DUCK, DAISY [Hide Details](#)

Member #: 333333330 Date of Service: 6/22/2020

Date of Birth: 1/1/1985 Health Plan: [REDACTED]

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

AIM
Specialty Health

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

Please Choose a Provider

Outpatient Hospital Facility Search

Facility Name:
HOSPITAL

City:

State
Missouri

Zip Code:

Group NPI:

Search

Clear

In Network Expanded Search Out of Network

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	

144 1 2 3 4 5 6 7 8 9 10

DISPLAYING 1-10 OF 100 RESULTS

Delete this request

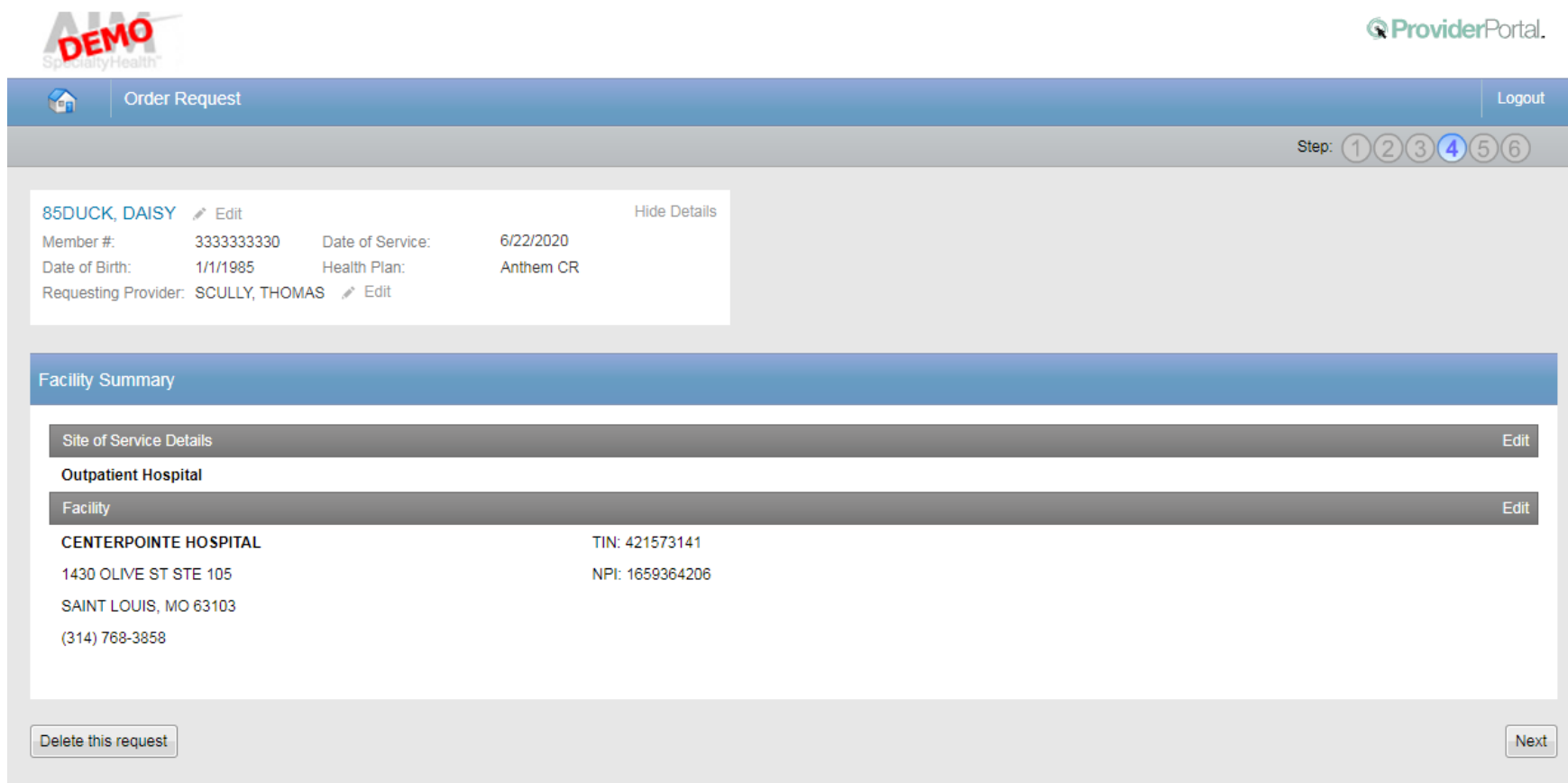
Submit a Facility

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



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. Below the header is a blue navigation bar with "Order Request" and "Logout" links. A progress bar indicates the current step is 4 out of 6, with step 4 highlighted. The main content area shows patient information for 85DUCK, DAISY, including Member #, Date of Service, Date of Birth, Health Plan, and Requesting Provider. Below this is the "Facility Summary" section, which includes expandable sections for "Site of Service Details" and "Outpatient Hospital". The "Outpatient Hospital" section is expanded, showing details for CENTERPOINTE HOSPITAL, including its address, phone number, TIN, and NPI. 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

Facility Edit

CENTERPOINTE HOSPITAL TIN: 421573141

1430 OLIVE ST STE 105 NPI: 1659364206

SAINT LOUIS, MO 63103

(314) 768-3858

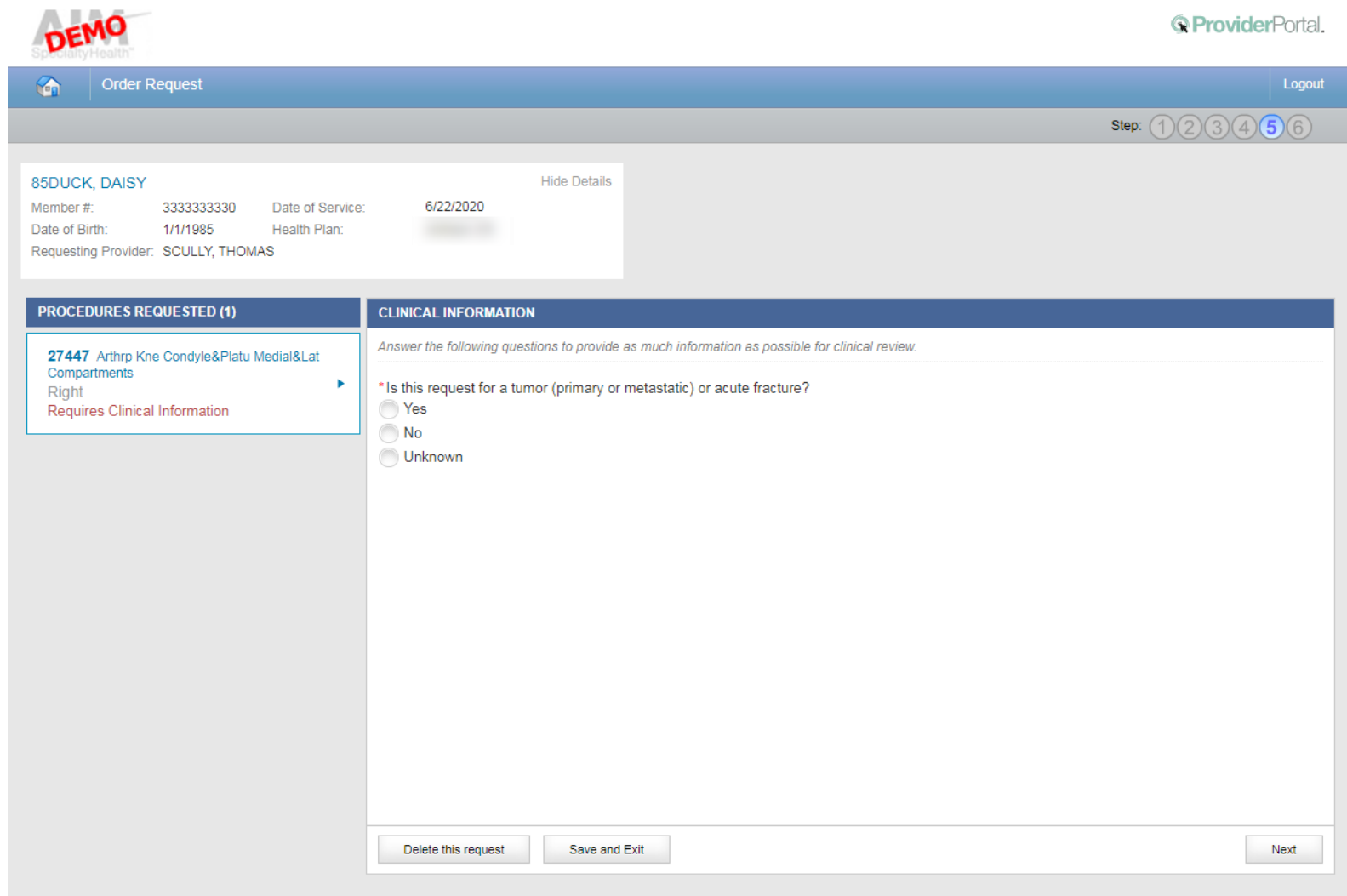
Delete this request Next

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, there is a header with the AIM Specialty Health logo (marked with a red 'DEMO' stamp), the 'ProviderPortal.' text, and a 'Logout' link. Below the header, a navigation bar shows 'Order Request' and a progress indicator for 'Step: 1 2 3 4 5 6', with step 5 being the active step.

The main content area is divided into two sections. On the left, a box displays patient information for '85DUCK, DAISY':

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

A 'Hide Details' link is located to the right of this information. Below the patient information, a section titled 'PROCEDURES REQUESTED (1)' lists a procedure: '27447 Arthrp Kne Condyle&Platu Medial&Lat Compartments Right'. It includes a blue arrow icon and the text 'Requires Clinical Information'.

The right section is titled 'CLINICAL INFORMATION' and contains the instruction: 'Answer the following questions to provide as much information as possible for clinical review.' Below this, a question is posed: '*Is this request for a tumor (primary or metastatic) or acute fracture?'. There are three radio button options: 'Yes', 'No', and 'Unknown'. The 'No' option is selected.

At the bottom of the form, there are three buttons: 'Delete this request', 'Save and Exit', and '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

1 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

1 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

DEMO **ProviderPortal**

Order Request [Logout](#)

Before you submit the request, please attach all requested documents. Failure to do so may affect the outcome of the case.

[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](#)

DEMO **ProviderPortal**

Order Request Preview

Request Status: Has Not Been Submitted Health Plan: Anthem CR Start Date: 06/02/2020

Member Information: 85DUCK, DAISY Member #: YRM5333333330 PO BOX 791 ARGLITE, KY 46003 Date of Birth: 1/1/1955 Phone: 772-964-4600	Requesting Provider: SCHILLY, THOMAS 2 PROGRESS POINT PKWY OFALLON, MO 63380 Phone: 314-645-8454 Fax: 314-634-1014 NPI: 1209592009	Primary Surgeon: SCHILLY, THOMAS 2 PROGRESS POINT PKWY OFALLON, MO 63380 Phone: 314-645-8454 Fax: 314-634-1014 NPI: 1209592009	Facility: Select CENTERPOINTS HOSPITAL 1430 OLIVE ST STE 100 SAINT LOUIS, MO 63103 Phone: 314-768-3858 Fax: NPI: 1603364206 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 area (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 (Max: 15)

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) 554-0080 for all Urgent Requests.

REQUESTED PROCEDURES (1)

Code	Description	Status	Reason	Action
27447	ARTHROP KNE CONDYLOPLATU MECH/LBLAT COMPARTMENTS Right			

DIAGNOSIS

ICD10:M13.601 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



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 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 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'. On the left sidebar, there are four main action buttons: 'Start Your Order Request Here', 'Check Order Status' (highlighted with a green checkmark), 'View Order History', and 'Check Claim Status'. Below these is a link for 'Access Your Optinet Registration'. The main content area is divided into three sections. The first section, 'Select the member's healthplan', has a dropdown menu currently set to 'Aetna'. The second section, 'Select the order type', lists several medical categories with radio buttons: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, and Musculoskeletal. The third section, 'Select the search type', has a dropdown set to 'Order ID'. Below this, there are two radio button options: 'Order ID + DOB' (selected) and 'Order ID + Name'. Further down, there are input fields for 'Order ID' (with placeholder 'Order ID number') and 'Date of Birth' (with placeholder 'MM/DD/YYYY'). A green 'Find This Order' button is positioned at the bottom of this section. To the right of the main form, there are two informational boxes. The 'Message Center' box contains two messages about application unavailability on Sundays and a Saturday. The 'Provider Resources' box, marked with a star, 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

 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
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	

DISPLAYING 1-4 OF 4 RESULTS

Multiple Decisions Rendered

Back to Search results

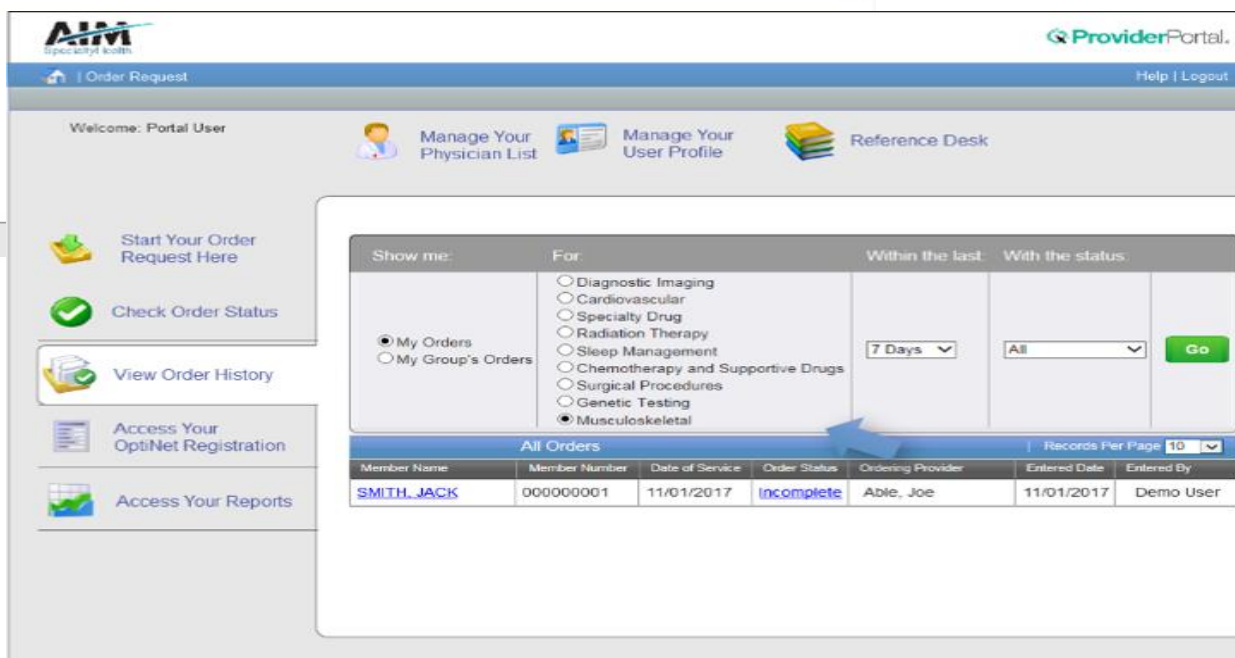
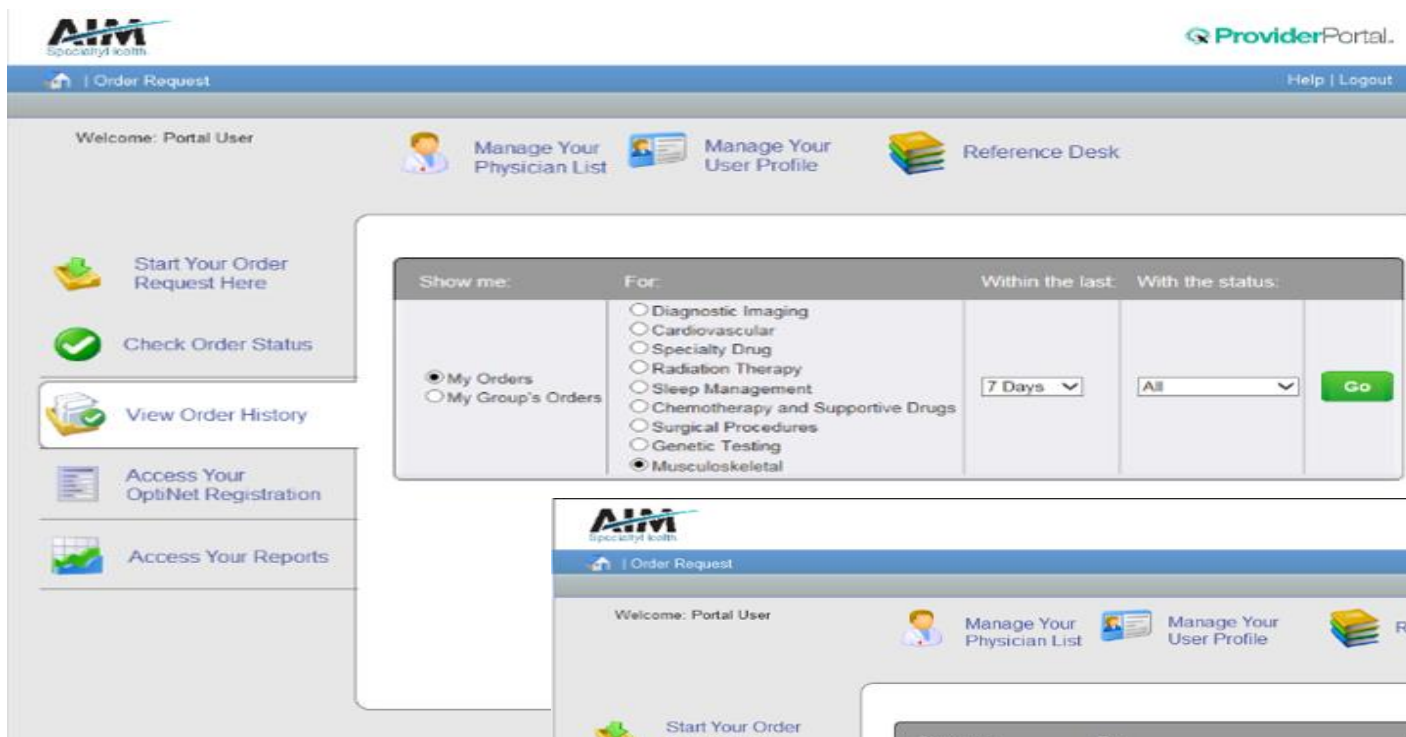
Print Preview

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



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 ProviderPortal interface. At the top, the AIM Specialty Health logo is on the left, and the ProviderPortal logo is on the right. Below the logos 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 side, there are four links: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', and 'Access Your Optinet Registration'. In the center, a search form is open, allowing users to find a member by selecting a date of service, choosing a search type (Member ID + DOB or Member ID + Name), and entering the Member ID and Date of Birth. A green 'Find This Member' button is at the bottom of the form. On the right, a 'Message Center' box contains a notice about application maintenance on Sundays.

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

Date of Birth

Find This Member

Message Center

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

To create a 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

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 10

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




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 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 shows 'Welcome DEMO TRAINING' and four main navigation links: 'Manage Your Physician List', 'Manage Your User Profile' (which is highlighted), and 'Reference Desk'. On the left side, there is a vertical menu with five options: '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 modal window titled 'Manage Your User Profile'. It contains several input 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 located at the bottom of the modal.

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

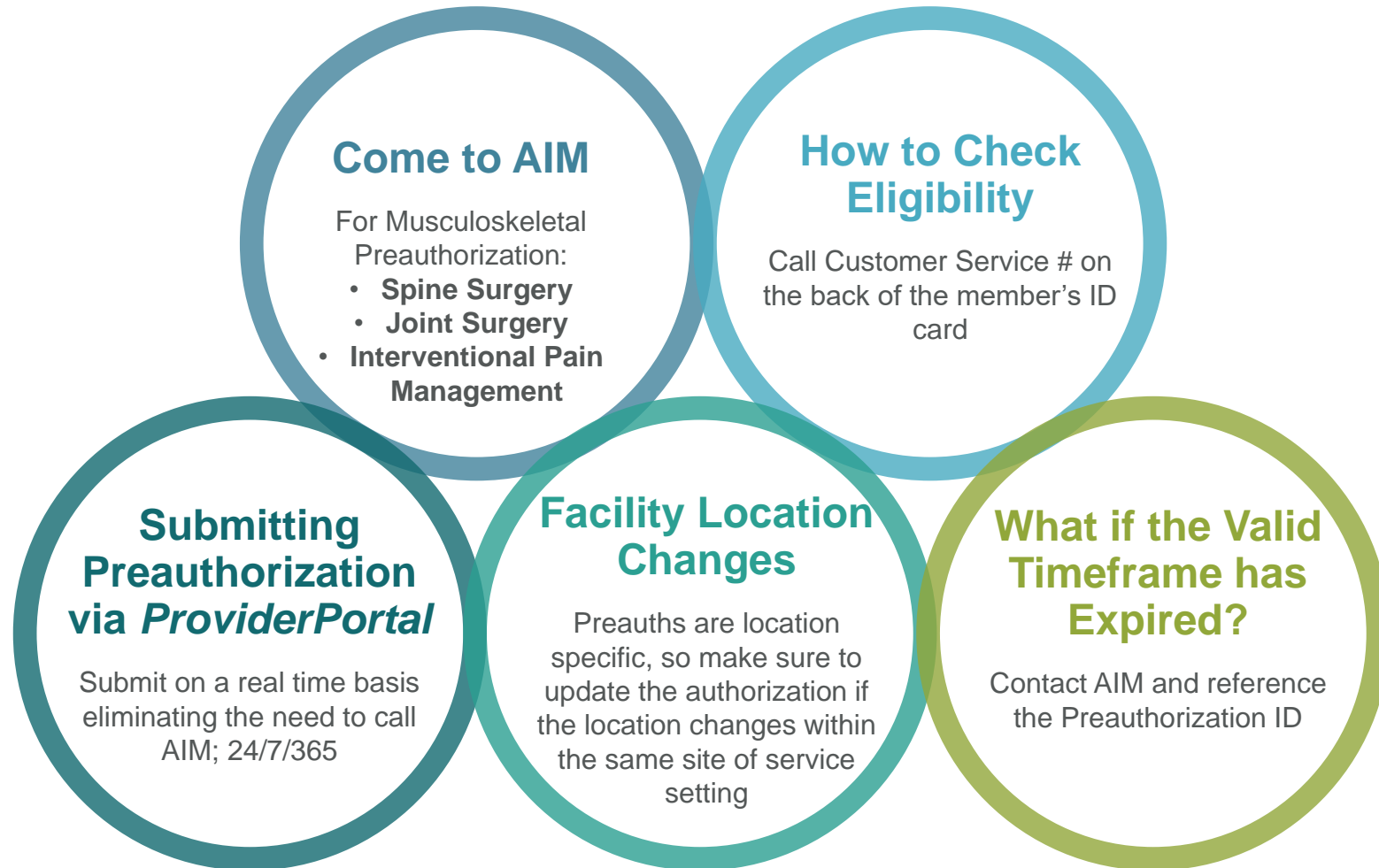
Cancel

Next >

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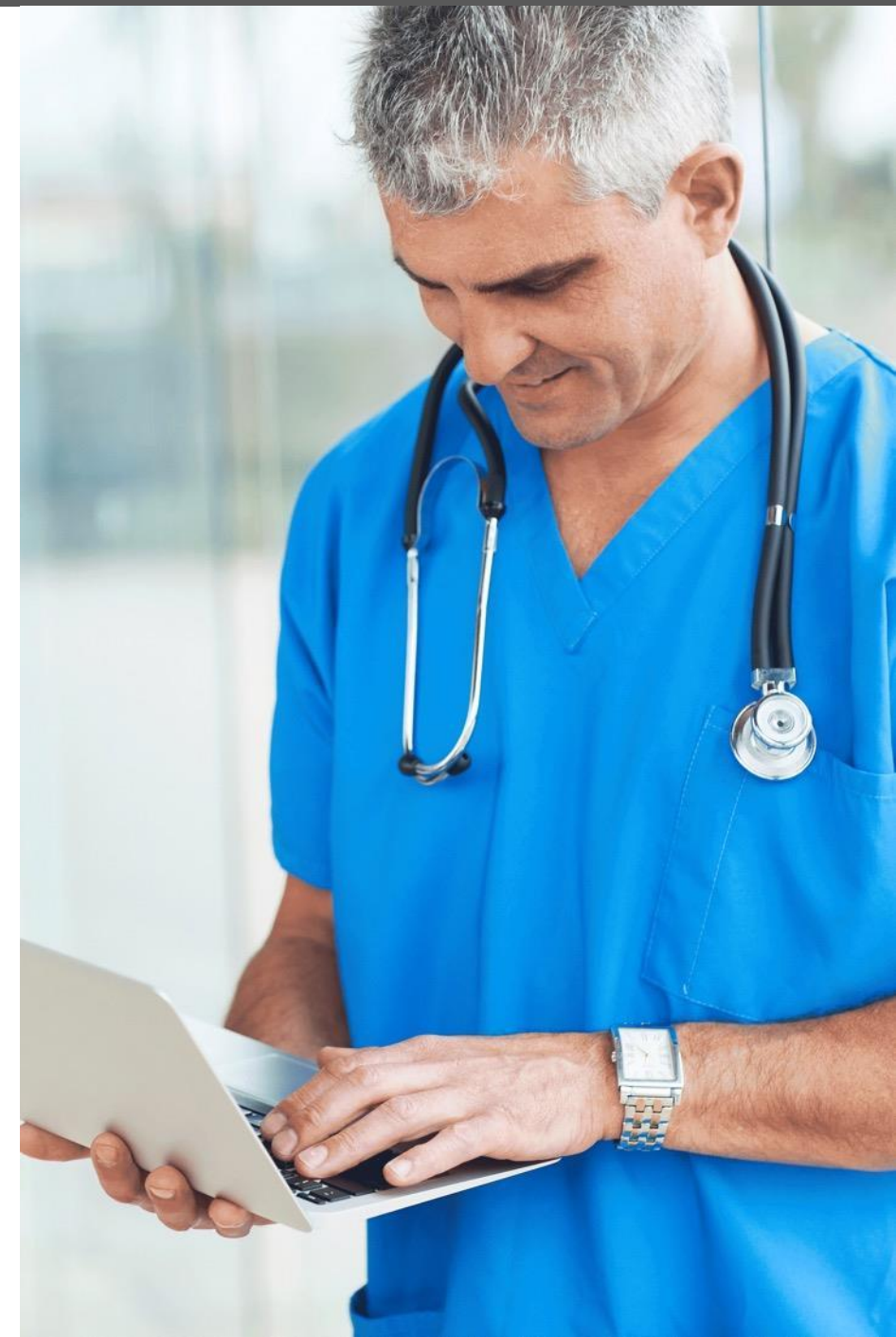
Reminders





AIM conducts a provider satisfaction survey annually in December.

Please be sure to participate!



Questions?



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

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