



# Genetic Testing Solution

PROVIDER OFFICE STAFF END USER TRAINING

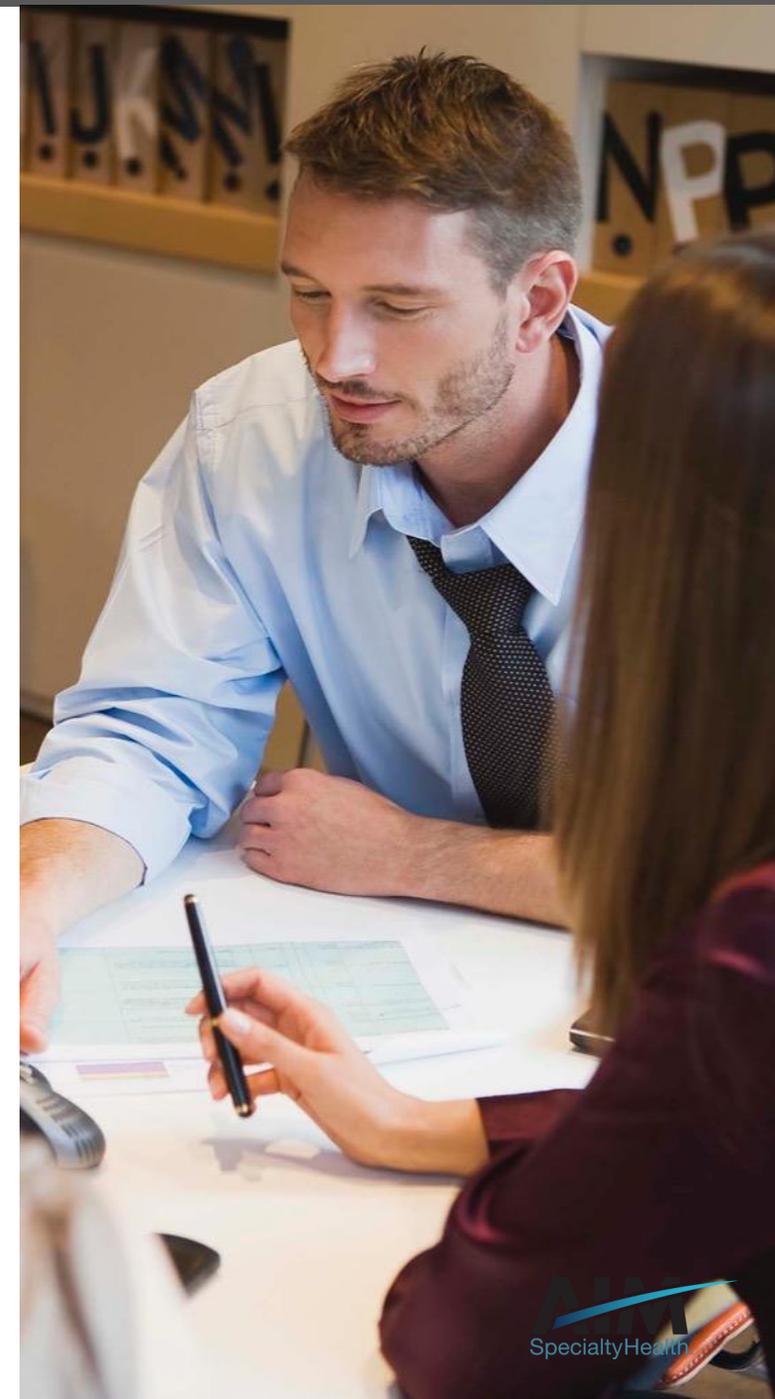
June 5, 2020

## Objective

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

## Agenda

- Introduction to AIM Specialty Health\*
- Genetic Testing Program Overview
- Preparing for the Genetic Testing Program AIM *ProviderPortal<sub>SM</sub>* Order Request Demonstration
- Additional AIM *ProviderPortal* Features
- Questions



# AIM delivers clinical programs across all 50 states



Founded: 1989 Chicago, IL

54M

COVERED LIVES

70

PAYERS IN 50 STATES

40%

FORTUNE 50 COMPANIES

~11M

CASE REVIEWS PER YEAR

**HITRUST**  
CSF Certified



150+

PHYSICIAN REVIEWERS IN 20+ SPECIALTIES

60+

INDEPENDENT SUBJECT MATTER EXPERTS

76%

ONLINE CASE INITIATION

1,500

PEER-TO-PEER CONSULTATIONS CONDUCTED DAILY

# Our multispecialty team of physicians assures clinical credibility



**ROBERT  
MANDEL**

Chief Medical Officer



**STACY  
BAN**

Medical Director,  
Oncology



**CHRIS  
BUCKLE**

Medical Director,  
Radiology



**VARSHA  
CHANDRAMOULI**

Vice President,  
Clinical Operations



**JENNIFER  
ECKLUND**

Associate Medical Director,  
Government Programs



**MICHAEL J.  
FISCH**

Medical Director,  
Medical Oncology  
Programs and Genetics



**ROBERT  
FURNO**

Medical Director,  
Government Solutions



**THOMAS P.  
POWER**

Senior Medical  
Director, Cardiology  
and Sleep Medicine



**KERRIE  
REED**

Medical Director,  
Rehabilitation



**JULIE  
THIEL**

Senior Vice President,  
Clinical Programs



**RICHARD  
VALDESUSO**

Senior Medical Director,  
Musculoskeletal



**ROBERT  
ZIMMERMAN**

Medical Director,  
Radiation Oncology

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



The specialty benefits management partner of choice for plans nationwide



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

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



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



# Genetic Testing Program overview

# Meet the genetic testing team



**Rebecca Sutphen**

MD  
Chief Medical Officer InformedDNA



**Karen Lewis**

MS, MM, CGC  
Clinical Architect of Genetics  
Genetic Testing



**Shanna Gustafson**

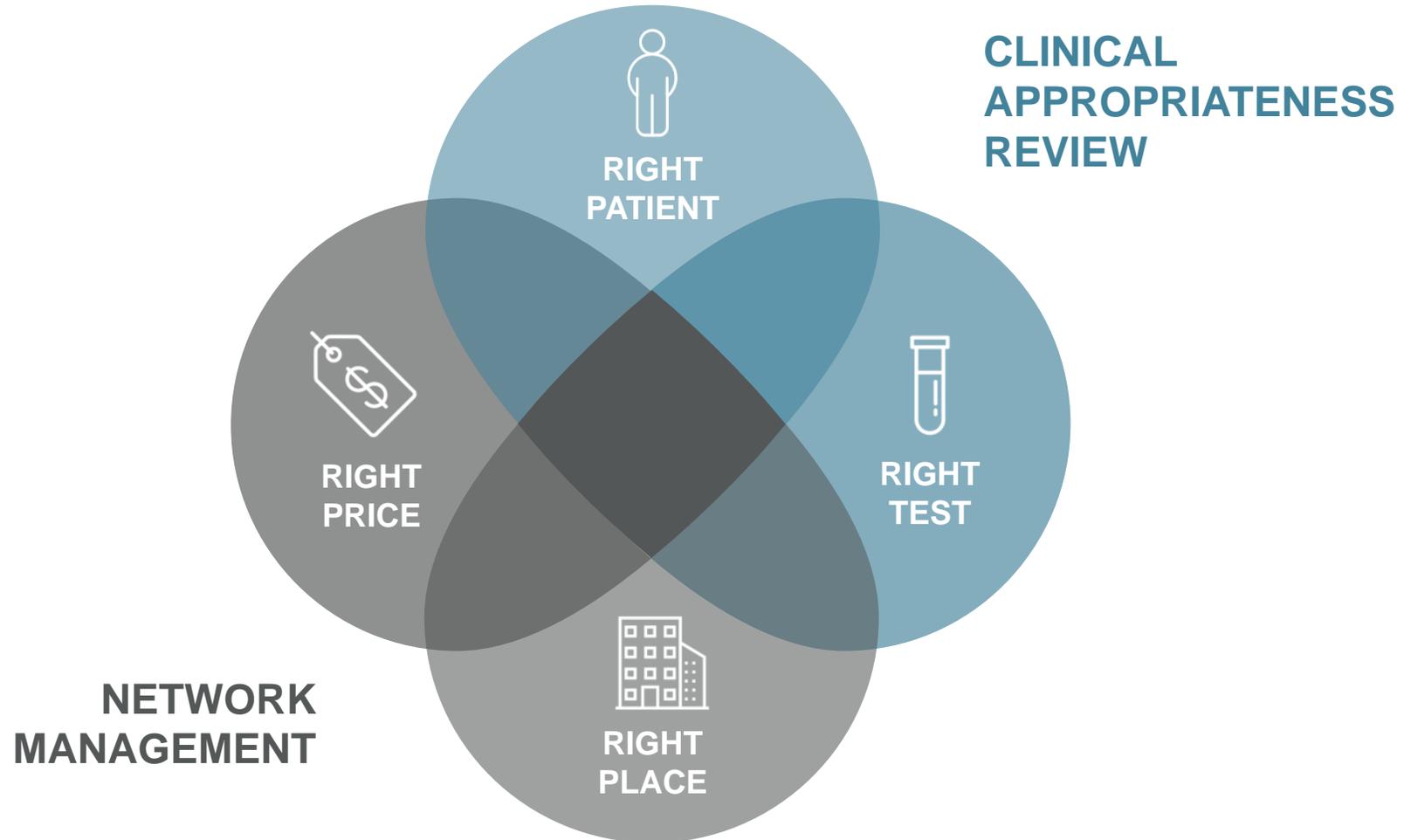
MPH, MS, CGC  
Senior Client Executive  
InformedDNA



**Julie Hedrick Degner**

MS, CGC  
Solution Director  
Genetic Testing

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



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



Genetic counselor information gathered

- Site Information
- Name and contact information for practice administrator
- Type of counseling provided (face-to-face, telephone, etc.)
- Hours of operations

- Degree(s)
- Board certification(s), including expiration date(s)
- State license(s)
- Specialties
- Relevant training experience for staff not board certified in genetic counseling

If a test selected requires genetic counseling, a list of genetic counseling providers will be provided based on data collected in OptiNet®.

# Services requiring preauthorization

## Test categories included:

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- Reproductive carrier screening
- Prenatal testing
- Rare disease testing
- Whole exome/genome sequencing\*
- Hereditary cancer testing\*
- Tumor markers
- Hereditary cardiac testing\*
- Neurogenetic and neuromuscular testing
- Pharmacogenomics and thrombophilia testing
- Susceptibility testing for common diseases

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



**GENETIC  
TESTING**

# Settings requiring preauthorization

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



## Included setting:

- Genetic testing laboratories



## Excluded setting:

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



# Ordering provider initiated requests

Prospective Utilization  
Management program for all  
services

**PROSPECTIVE  
REQUESTS**

Retrospective reviews are not allowed  
for the Genetic Testing Program

**RETROSPECTIVE  
REQUESTS**

Reconsiderations can be  
submitted within 10 business  
days of the determination for NE  
members and within 3 business  
days for MO members

**RECONSIDERATIONS**

# Clinical review steps

## 1 Case intake

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

Member and ordering provider demographics

Test requested and laboratories available

## 2 Case review

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

## 3 Education and intervention

**Facilitate genetic counseling** when needed

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

## 4 Case closure

Document final review outcome

Messaging of final review outcome to provider

Extract case information to health plan

# How long is a preauthorization valid?



ORDER NUMBER VALID TIMEFRAME IS BASED ON:

**The current date + 90 days**

# AIM closes most cases within 24 hours



## Case turn around times

### CASE

Non-urgent Nebraska Medicaid	—————●	Shall close within 14 calendar days of receipt of the request
Non-urgent Missouri Medicaid	—————●	Shall close within 36 hours (to include 1 business day) of receipt of the request
Urgent Nebraska Medicaid	—————●	Shall close within 72 hours of the receipt of request
Urgent Missouri Medicaid	—————●	Shall close within 1 calendar day of receipt of the request



# Preparing for the Genetic Testing Program

# Louisiana Alliance Medicare Program start date



Contact center and **ProviderPortal** open



Program goes live

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

# Submitting an order request



## *ProviderPortal*

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



## AIM contact center

- Dedicated toll-free number for NE members: (855)574-6478
- Dedicated toll-free number for MO members: (855)574-6479
- Contact center hours: Monday – Friday 7 AM – 7 PM CST
- Voicemail messages received after business hours will be responded to the next business day

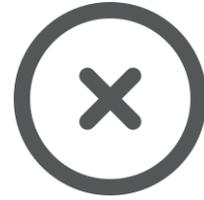
\* AIM call center is closed on the following holidays: Thanksgiving Day, the day after Thanksgiving, Christmas Day, New Year's Day, Martin Luther King Jr. Day, Memorial Day, Independence Day, and Labor Day.

# Which Healthy Blue members need preauthorization through AIM?



## Included lines of business:

Medicaid



## Excluded lines of business:

All other lines of business

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

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

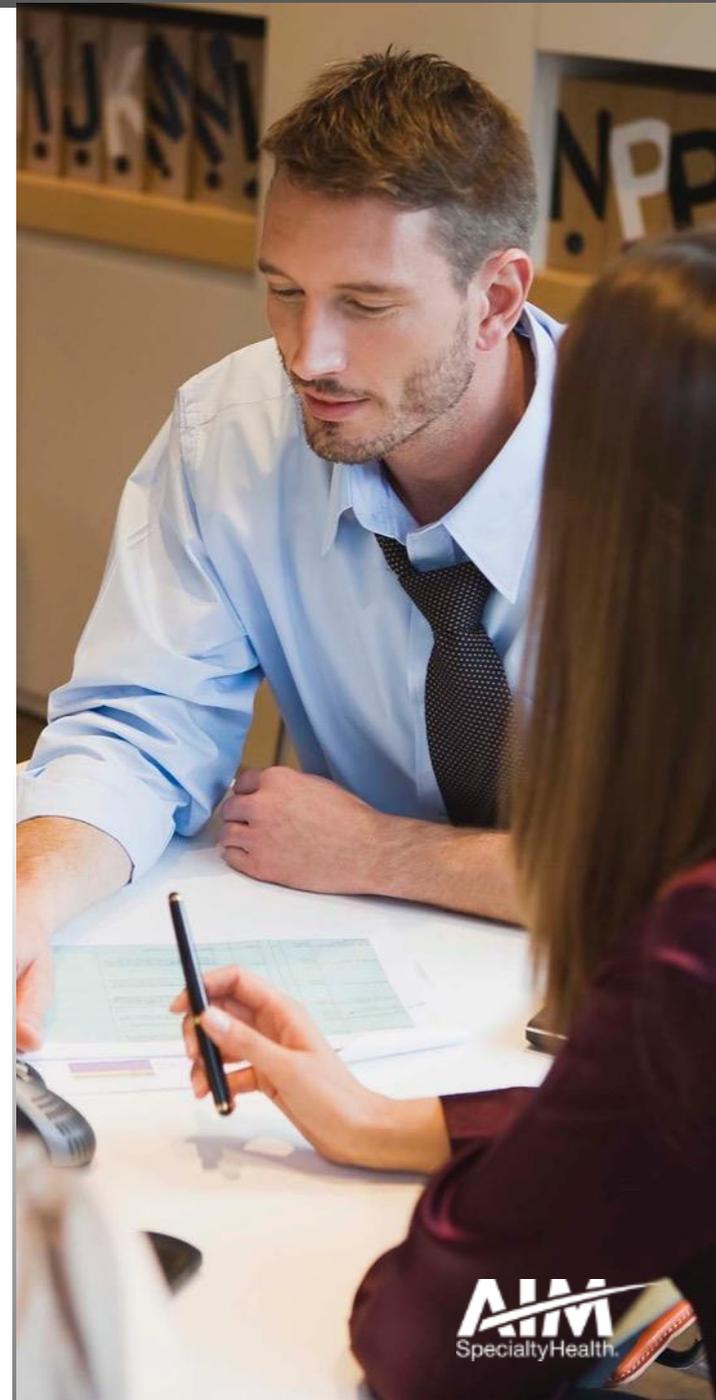
# Order request checklist

## Demographic information

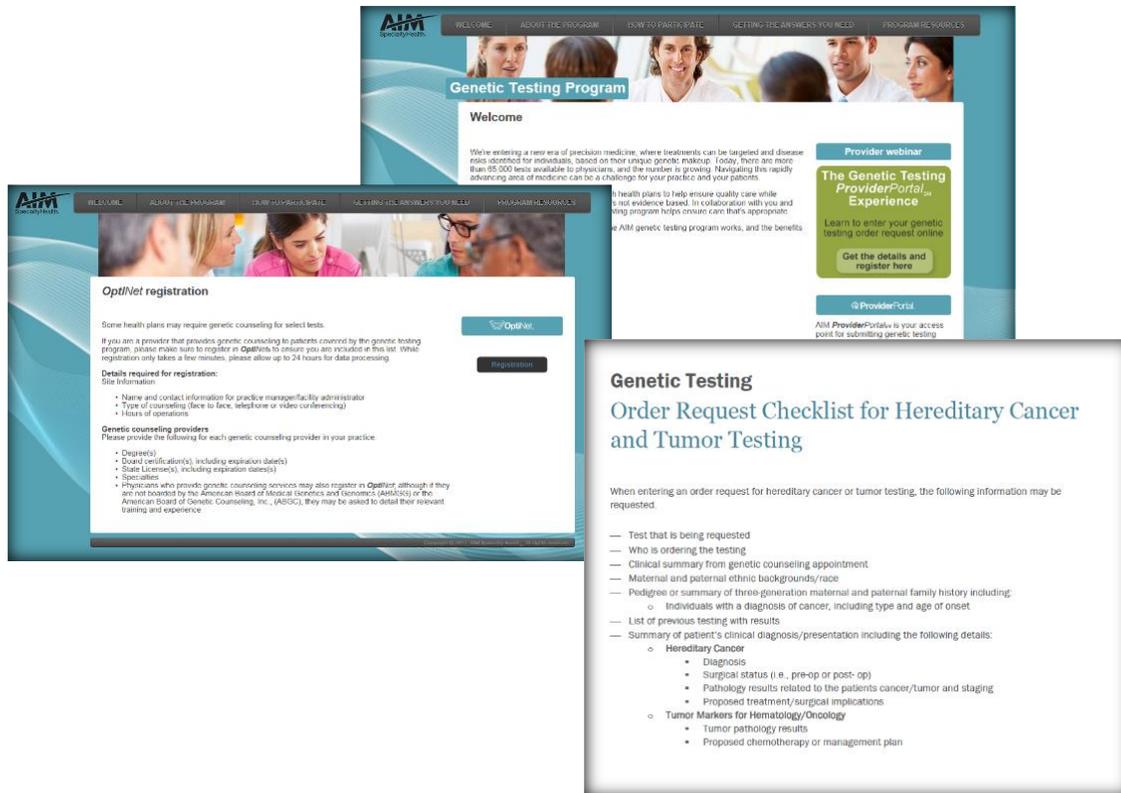
- Member's first and last name, and date of birth
- Ordering provider's first and last name
- Test being requested and laboratory

## Clinical information

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



# Genetic testing provider microsite



## Providers can visit the microsite for:

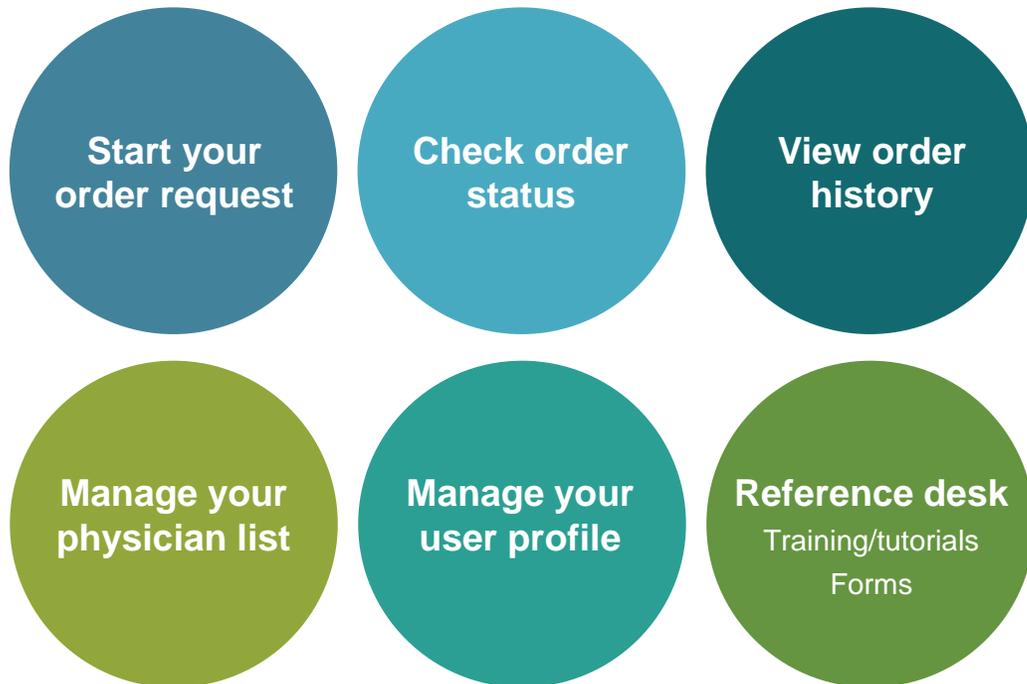
- › Clinical guidelines development process
- › OptiNet registration for genetic counselors
- › How to register on the AIM *ProviderPortal*
- › How to enter an order request
- › Order request checklists
- › FAQs



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

# *ProviderPortal* highlights

## *ProviderPortal* modules



## *ProviderPortal* access and registration

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

# ProviderPortal login/registration

The screenshot shows the AIM Specialty Health ProviderPortal login and registration page. At the top left is the AIM Specialty Health 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?".
- 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" and "System Requirements" with an information icon are visible. A blue 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." is present. Below that, a paragraph reads: "If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans." At the bottom, a paragraph states: "If you need assistance, please [Click Here](#) or contact the ProviderPortal<sup>SM</sup> Support Team at (800) 252-2021."

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

or

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

# ProviderPortal registration

The screenshot shows the registration page for the AIM Specialty Health ProviderPortal. The page has a header with the AIM Specialty Health logo and the text "ProviderPortal". Below the header is a "Register" section. On the left, there is contact information for the web customer service: "Contact Web Customer Service", "AIM Specialty Health", and "(800) 252-2021". The main content area 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 the following options: "Select", "Select", "Ordering Provider", "Servicing Provider", "Health Plan Representative", and "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

Welcome: Portal User

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

Start Your Order Request Here

Check Order Status

Access Your OptiNet Registration

Access Your Reports

Select the date of service: 10/3/2018

Enter at least two of three items below

Enter member search criteria

Member Number: 00000001 (Enter at least six characters)

Member Name: Jane Smith

Date of Birth: MM/DD/YYYY

Find This Member

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

Interactive Tutorial: [Next Generation Solution](#)

## To create a preauthorization request:

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

2. Provide the following member information:

Member ID and Date of Birth

Or

Member ID and Name

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

# Member search results

Member Search Results							Records Per Page
Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan	
SMITH JANE	000000001	Employee	F	5/3/1983	IL	HealthPlanOne	

Navigation: | << < 1 > >> |      DISPLAYING 1-1 OF 1 RESULTS

Total Number of Records Found: 1

[Change Member Search Criteria](#)    [Delete This Request](#)

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



# Order type selection

The screenshot shows the 'Order Request' page in the AIM Specialty Health Provider Portal. At the top, the member's name 'SMITH, JACK' is displayed along with their Member #: 1234567890, Date of Birth: 6/12/1985, Date of Service: 6/13/2020, and Health Plan: HealthplanOne. Below this, a grid of nine order type categories is presented, each with an icon, a title, and a list of included services. The categories are: Diagnostic Imaging, Cardiovascular, Sleep Management, Musculoskeletal, Specialty Drugs, Radiation Therapy, Chemotherapy and Supportive Drugs, Genetic Testing, and Other Surgical Procedures. At the bottom of the page, there is a section for 'Provide Member contact information' with fields for 'Phone Number' and 'Phone Type' (set to 'Mobile'). A 'Delete This Request' button is on the left, and a 'Continue' button is on the right. A footer note states: 'Please call 866-714-1103 for all Urgent Requests.'

On the order type screen, select “**Genetic Testing**” and then click the “**Continue**” button.

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

# Ordering provider selection

SMITH, JANE [Edit](#)  
MEMBER #: 000000001 [Edit](#) Date of Service: 10/3/2018 [Edit](#)  
Date of Birth: 5/3/1983 HEALTH PLAN: HealthplanOne  
Ordering Provider: ABEL, JOE [Edit](#)

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

Ordering Provider Search

Search Type:  
 Name  
 TIN or NPI  
 Address

FIRST NAME:  
JACK

LAST NAME:  
ABEL

STATE  
Please Select

Find Clear

Recent Favorites Search Results

Ordering Providers | Records Per Page 10

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

Total Number of Records Found: 10

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

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

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

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

# Ordering provider fax confirmation

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top, there is a navigation bar with the AIM logo, 'SpecialtyHealth', and 'ProviderPortal'. Below this, a breadcrumb trail shows 'Order Request' and 'Help | Logout'. The main content area displays patient information for SMITH, JACK, including Member #, Date of Birth, Date of Service, Health Plan, and Ordering Provider. A step indicator shows 'Step 2: Please select the Ordering Provider from the list below'. On the left, there is an 'Ordering Provider Search' sidebar with search type options (Name, TIN or NPI, Address) and input fields for first and last name, and a state dropdown. The main area shows a table of 'Ordering Providers' with columns for Name, Address, City, State, Specialty, and Health Plan. A modal dialog is open over the table, titled 'Ordering Provider Fax Number', with the text 'Please enter or confirm the physician's fax number below' and a text input field containing '(111) 333-3334'. The modal also includes a 'Save' button and a 'Fax Unavailable' link. A 'Delete This Request' button is visible at the bottom right of the page.

Name	Address	City	State	Specialty	Health Plan
ABEL, JOHNNY	888 ACHT ST.	SKY		Dermatology	HEALTHONE
ABEL, PAT	9 NOVE DR.	SKY		Pulmonary Diseases	HEALTHFIVE
ABEL, PATRIC	10 DEZ ST.	LAND		Obstetrics	HEALTHTWO

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

or

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

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

# Patient diagnosis and search for test

Patient Condition or Diagnosis Section

Provide the patient condition or diagnosis ?

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

---

Provide Genetic Test Information Condition or Diagnosis Section

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

✕

---

Provide the Genetic Test Information

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

**Filter by:** Laboratory:

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

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

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

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

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

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

# Confirm the sample collection date

Patient Condition or Diagnosis Section

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

**When is the sample collection date?**



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

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

Select "**Continue**" to proceed to the next step.

# Clinical information entry

Enter the Patient Clinical Information

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

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

No, we have no record of previous screening

Yes, screening was performed previously

Unknown

Next Question

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

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

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

# Review and submit your request

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top, there are navigation links for 'Order Request', 'Help', and 'Logout'. Below this, there are buttons for 'Submit this Request', 'Delete This Request', 'Go to My Homepage', 'PDF', and 'Print'. The main content area is titled 'Order Request Preview' and includes the following information:

- Request Status:** Has Not Been Submitted
- Health Plan:** Healthplan1
- Member Information:** Jane Smith, Member #: 000000001, 111 Sample Lane, DOB: 5/25/1983, Phone: 111-222-2222
- Ordering Provider:** Abel, Joe, 12 BEACH DR., LAND, IL 55555, Fax: 111-333-3334, NPI: 999999999
- Servicing Provider:** LabOne, 333 Third Street, Water, IL 55555-0000, Phone: 111-111-1111, NPI: 888888888

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

**Requested Tests**

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

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

**Clinical Information (+)**  
**Justification Questions:**  
Has cystic fibrosis screening been performed previously for this patient? No, we have no record of previous screening

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

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

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

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

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



# Additional *ProviderPortal* features

# How to check an order status

The screenshot shows the 'Order Inquiry' 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 'Aetna' 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. Below this, there are two radio buttons: 'Order ID + DOB' (selected) and 'Order ID + Name'. There are two input fields: 'Order ID' with the placeholder 'Order ID number' and 'Date of Birth' with the placeholder 'MM/DD/YYYY'. At the bottom of this section is a green button labeled 'Find This Order'. To the right of the main content area, there are two informational boxes. The first is 'Message Center' with a blue header, containing two paragraphs of text about application unavailability. The second is 'Provider Resources' with a green header and a star icon, containing a list of links: '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 shows 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 Panel):**

- 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 at the bottom.

**Order Search Results (Right Panel):**

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

Below the table, there is a pagination bar showing '1' of 4 results and a 'DISPLAYING 1-4 OF 4 RESULTS' indicator. A warning icon and text 'Multiple Decisions Rendered' are visible. 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

The screenshot displays the 'Order History' application interface. At the top, there is a navigation bar with a home icon and the text 'Order History'. Below this, a welcome message 'Welcome DEMO TRAINING' is followed by several utility links: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A sidebar on the left contains five main action buttons: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area features a search filter panel with the following sections: 'Show me:' with radio buttons for 'My Orders' (selected) and 'My Group's Orders'; 'For:' with a list of medical categories including Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Genetic Testing (selected), Musculoskeletal, and Rehabilitation; 'Within the last:' with a dropdown menu set to '7 Days'; and 'With the status:' with a dropdown menu set to 'All'. A green 'Go' button is positioned to the right of these filters. Below the filter panel, a table titled 'All Orders' is shown with a 'Records Per Page' dropdown set to '10'. The table has seven columns: Member Name, Member Number, Date of Service, Order Status, Ordering Provider, Entered Date, and Entered By. A single row of data is visible, showing an order for '85BELL, TINKER' with member number '378198033', date '06/10/2020', status 'Expired', provider 'SCULLY, THOMAS', and entered date '06/10/2020'. At the bottom of the table, there are two green buttons: 'Print Preview' and 'Download to Excel'.

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

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

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

Press the “**Go**” button

# Manage My Groups

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. A blue navigation bar contains a home icon, 'Order Request', and a 'Logout' link. Below the navigation bar, a 'Welcome' message is followed by three main navigation options: 'Manage Your Physician List' (with a person icon), 'Manage Your User Profile' (with a document icon), and 'Reference Desk' (with a book icon). On the left side, there is a vertical menu with four items: 'Start Your Order Request Here' (with a folder icon), 'Check Order Status' (with a checkmark icon), 'View Order History' (with a document icon), and 'Access Your Optinet Registration' (with a document icon). The central area features a search form for finding a member. It includes a date selector for 'Select the date of service', a radio button selection for 'Select the search type' (with 'Member ID + DOB' selected), 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 positioned at the bottom of the form. On the right side, there is a 'Message Center' box with a blue header and a white body containing a maintenance 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

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.

Powered By  
**DEMO**

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	Action	10
		Remove	

1 of 6 Total Number of Records Found: 60

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

# Reference Desk

Welcome DEMO TRAINING

 [Manage Your Physician List](#)    [Manage Your User Profile](#)    [Reference Desk](#)

 [Start Your Order Request Here](#)

 [Check Order Status](#)

 [View Order History](#)

 [Check Claim Status](#)

 [Access Your Optinet Registration](#)

 [Tutorials](#)  
Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)

 [Next Generation Solutions Tutorial](#)

 [Diagnostic Imaging Clinical Guidelines](#)  
Guidelines for imaging modalities, including CT, MRI, MRA, and PET. Also available are guidelines for pediatric imaging.

 [UM Mailbox](#)  
Search for and view letters and/or files for the selected health plan.

 [Cardiovascular Clinical Guidelines](#)  
Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, cardiac PET, and arterial ultrasound.

 [Diagnostic Imaging CPT Codes](#)  
View a list of all of the CPT Codes that are included in the selected health plan's Radiology Benefit Management program.

 [Sleep Management Clinical Guidelines](#)  
Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.

 [Surgical Procedures CPT Codes](#)  
View a list of all of the CPT Codes that are included in the selected health plan's Surgical Procedures program.

 [Musculoskeletal Clinical Guidelines](#)  
Guidelines for spine surgeries, joint surgeries, and interventional pain management.

 [Sleep Management HCPCS Codes](#)  
View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.

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

# Adding a health plan to an existing user account

The screenshot shows the 'Order Request' page in the AIM Specialty Health system. The page header includes a home icon and the text 'Order Request'. Below the header, there is a navigation bar with 'Welcome DEMO TRAINING' and four main menu items: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A sidebar on the left contains five action 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 search form titled 'Find This Member'. It 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', and input fields for 'Member ID' (with a placeholder 'Member Number') and 'Date of Birth' (with a placeholder 'MM/DD/YYYY'). A green 'Find This Member' button 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

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.

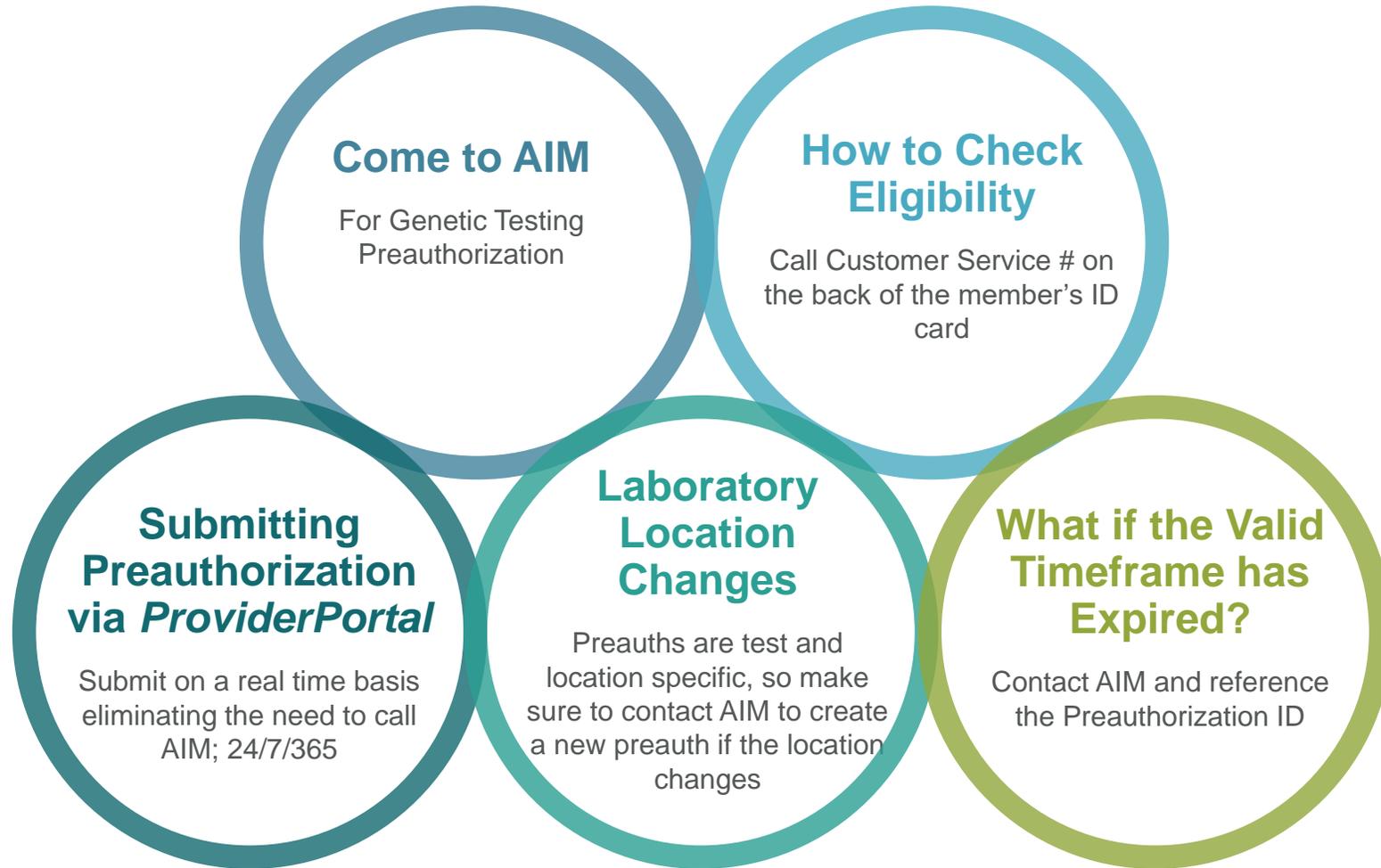
Health Plan One

Health Plan Two    Group TIN   

Health Plan Three    Ordering Provider TIN   

Cancel Next >

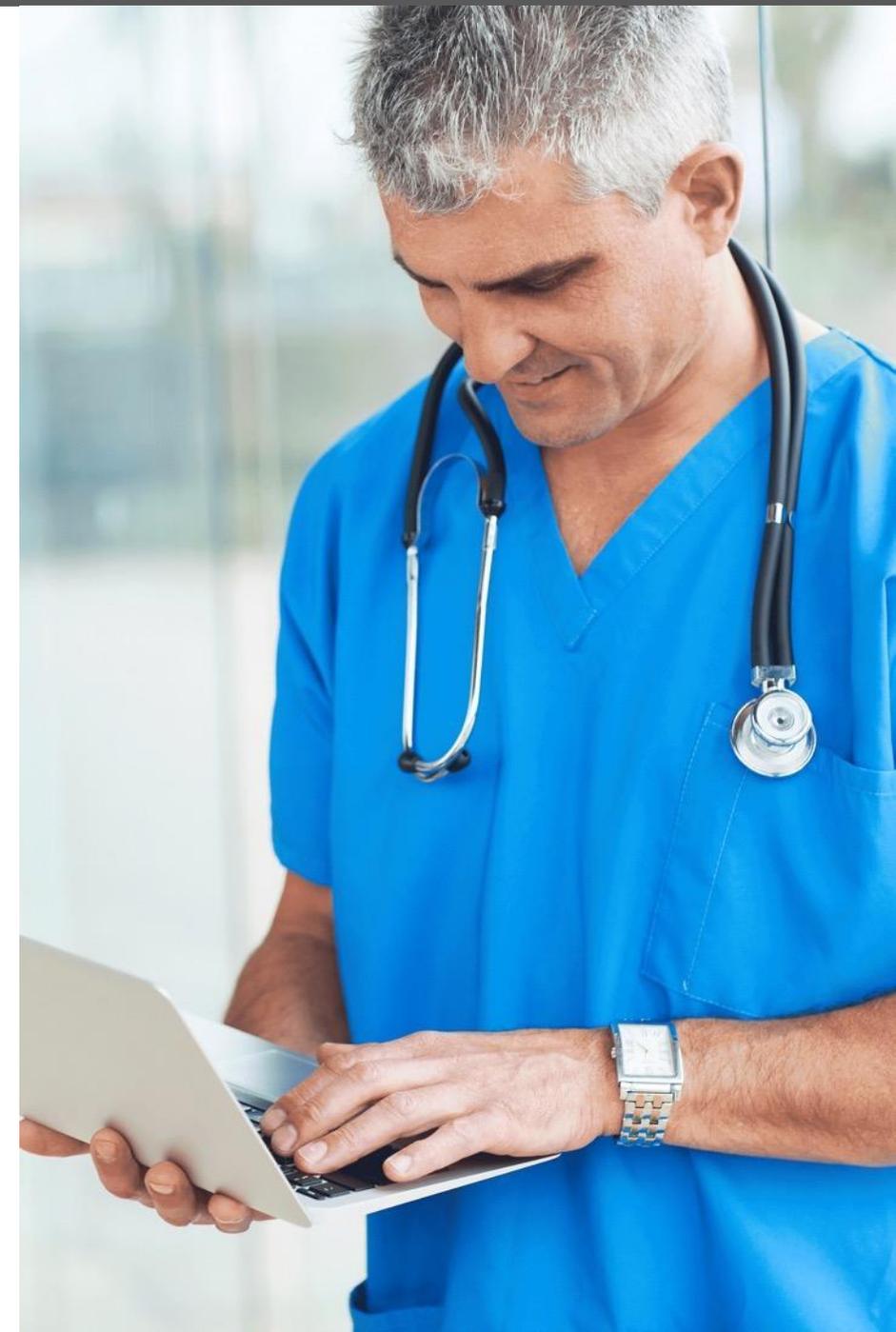
# Reminders





# AIM conducts a provider satisfaction survey annually in December.

**Please be sure to participate!**



# Questions?

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

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