NOTICE OF MATERIAL CHANGE TO CONTRACT

April 1, 2019

Re: New AIM Rehabilitation program effective July 1, 2019

Dear Provider:

Effective July 1, 2019, Anthem Blue Cross and Blue Shield and our subsidiary company, HMO Colorado (Anthem) will transition medical necessity review of rehabilitative (restoring function) and habilitative (enhancing function) services for fully insured members to AIM Specialty Health® (AIM). Currently, OrthoNet LLC is performing medical necessity reviews for physical and occupational therapy services for Anthem. These reviews will transition to AIM in addition to adding speech therapy service reviews.

AIM will manage Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST) medical necessity reviews and will require pre-certification for all outpatient facility and office-based rehabilitative and habilitative services following the initial evaluation. AIM will use the following Anthem Clinical UM Guidelines: CG-REHAB-04 Physical Therapy, CG-REHAB-05 Occupational Therapy, and CG-REHAB-06 Speech-Language Pathology Services. The clinical criteria to be used for these reviews can be found online at anthem.com Clinical UM Guidelines page. Please note, this does not apply to procedures performed in an inpatient or observation setting, or on an emergent basis, services with diagnosis of autism, the initial evaluation, and members ages 6 and under.

A complete list of CPT codes requiring pre-certification for the AIM Rehabilitation program is available on the AIM Rehabilitation microsite. There you can learn more about the program and access helpful information and tools such as:

- Order entry checklists for Physical Therapy / Occupational Therapy / Speech Therapy
- CPT Codes within the Clinical Guidelines for Physical Therapy / Occupational Therapy / Speech Therapy
- Frequently Asked Questions

AIM will begin accepting pre-certification requests on June 17, 2019 for dates of service on and after July 1, 2019 for our Local Plan fully insured members. Members from groups with self-funded accounts (ASO) that currently have the OrthoNet program will also transition to AIM as of July 1, 2019. The AIM program will be offered to new local self-funded accounts (ASO) to add to their members’ benefit package as of July 1. Pre-certification requests (regardless of date of service) submitted to OrthoNet after July 1, 2019 may be rejected.

To determine if pre-certification is needed for an Anthem member:
Providers can contact the Anthem Provider Services phone number on the back of the member’s ID card for benefit information. They will be informed whether the AIM Rehabilitation program applies. AIM will also have a file upload from the health plan of the in-scope membership and will not provide pre-certification for members who are out of scope. If providers use the Interactive Care Reviewer (ICR) tool on the Availity Portal to pre-certify an outpatient rehabilitative or habilitative service, ICR will produce a message referring the provider to AIM. (Note: ICR cannot accept pre-certification requests.)

The following is excluded: Medicaid, Medicare Advantage, Federal Employee Program® (FEP®), BlueCard, National Accounts, and certain self-funded (ASO) groups.

For services provided on or after July 1, 2019, ordering and servicing providers may begin contacting AIM beginning June 17 for review. Providers may submit pre-certification requests to AIM in one of several ways:

- Access AIM’s ProviderPortalSM directly at providerportal.com. Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
• Call the AIM Contact Center toll-free number: 877-291-0366, Monday–Friday, 8:00 a.m.–6:00 p.m. MT.

Initiating a request on AIM’s **ProviderPortalSM** for PT/OT/ST and entering all the requested clinical questions will allow you to receive an immediate determination. If the request is approved, you will receive the Order ID, the number of visits and valid time frame. **The AIM Rehabilitation Program microsite** on the AIM provider portal helps you learn more and access helpful information and tools such as order entry checklists.

**AIM Rehabilitation training webinars**

Anthem invites you to take advantage of a free informational webinar that will introduce you to the program and the robust capabilities of the AIM **ProviderPortalSM**. Go to the **AIM Rehabilitation microsite** to register for an upcoming webinar. If you have previously registered for other services managed by AIM, there is no need to register again. The training will be recorded and can be viewed at a time convenient for you!

We value and appreciate you as our partner in providing quality care, and appreciate your continued participation in our network.

Sincerely,

Elizabeth Kraft, M.D.
Medical Director
Anthem Blue Cross and Blue Shield