*Provider*Portal order request demonstration

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

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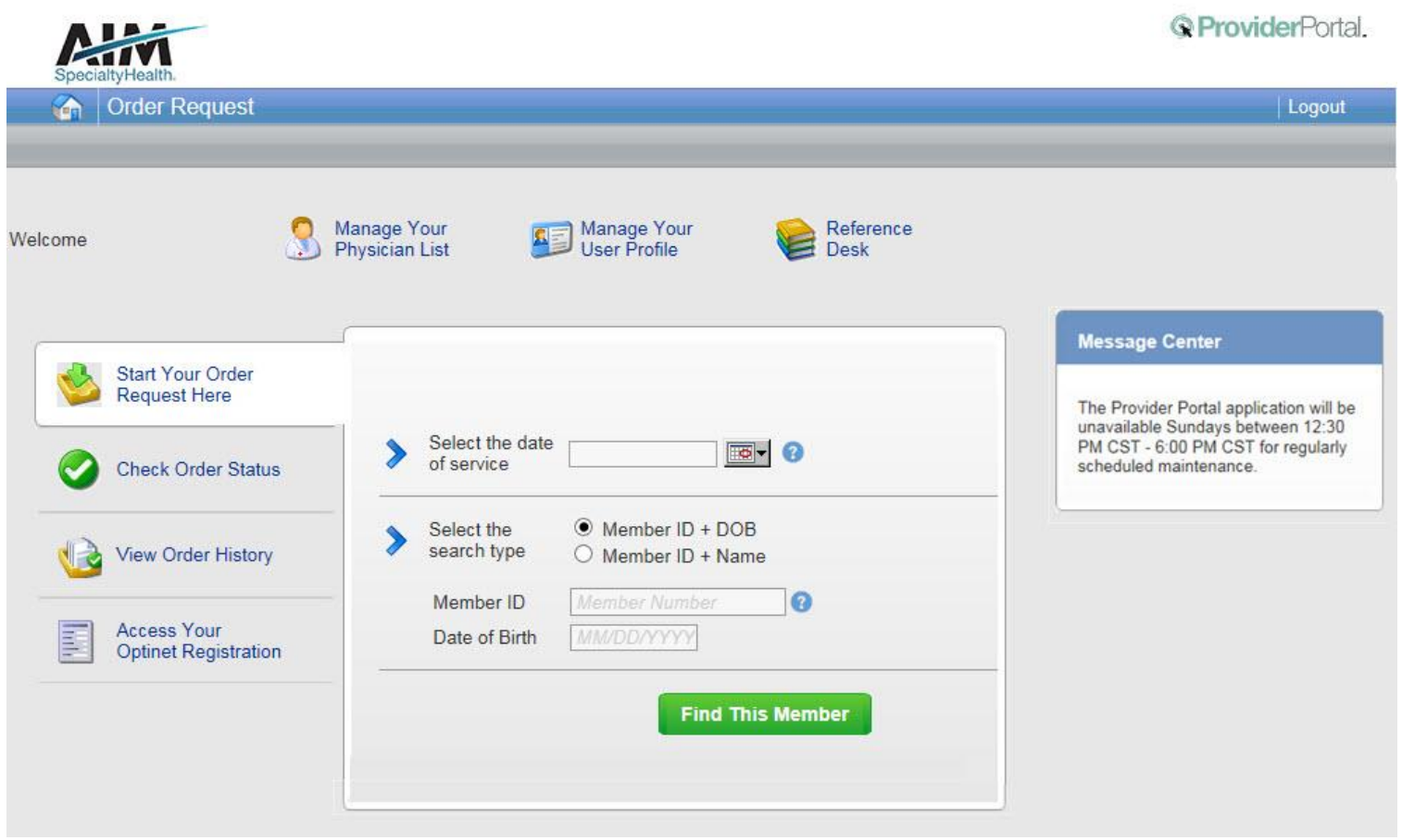
*Provider*Portal Home Page



To create a preauthorization request:

1. Enter the treatment start date in 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**" to search for your member.

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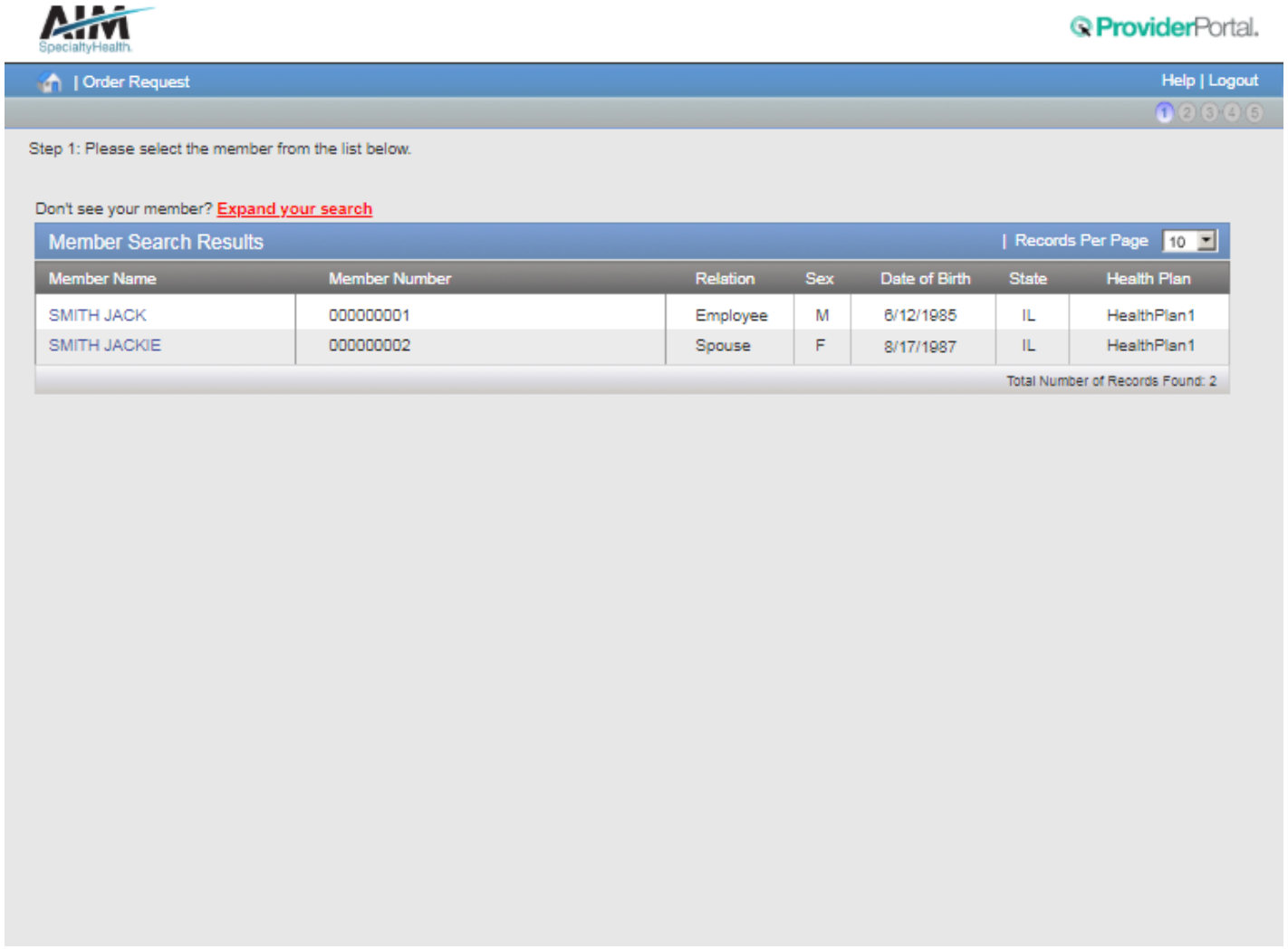
Member search results



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

If your patient does not appear in the results, you can change your criteria and search again using the "**Expand your search**" button.

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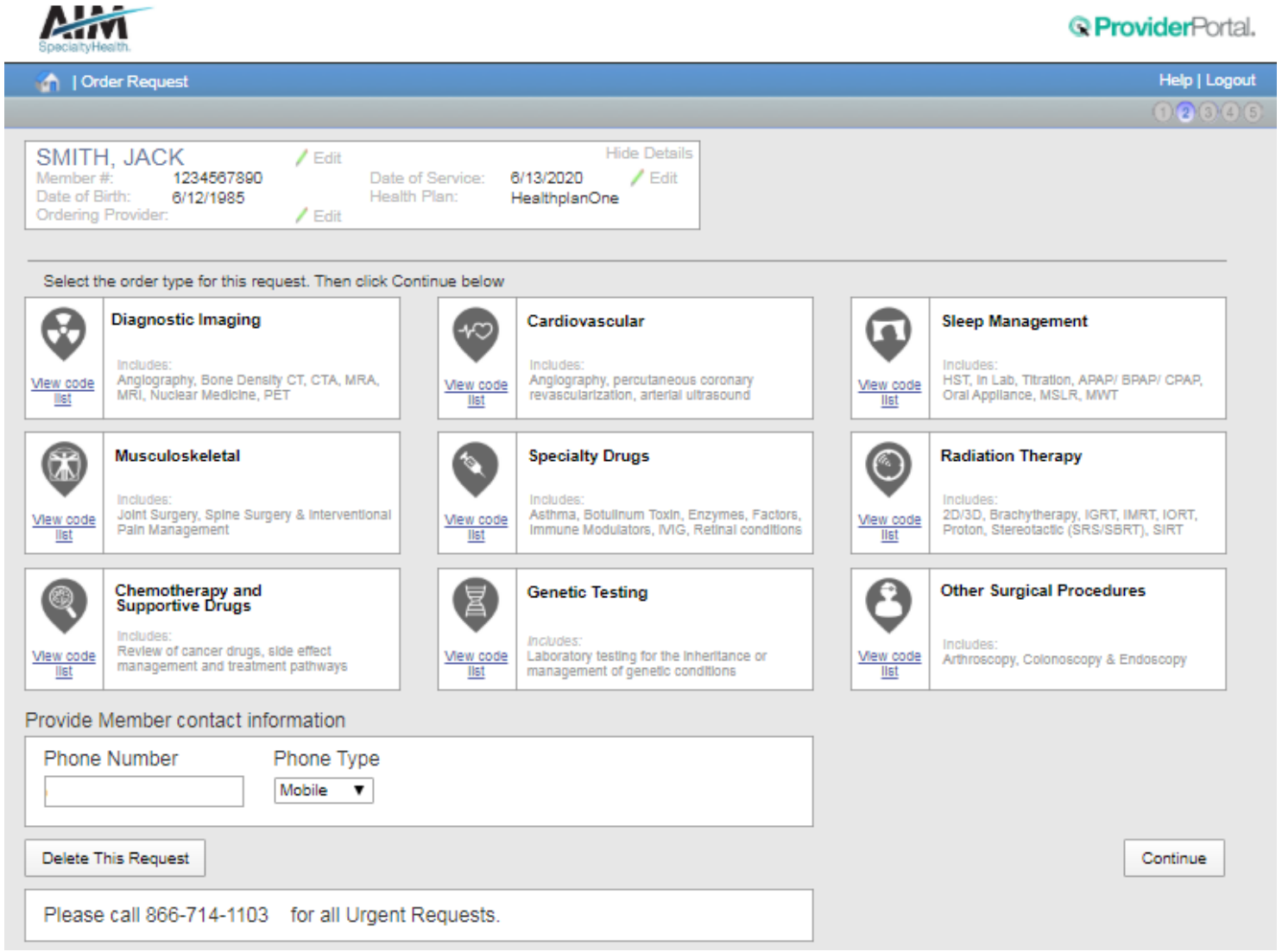
Order type selection



On the order type screen, select "**Diagnostic Imaging**" or "**Cardiovascular**" and then select the "**Continue**" button.

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

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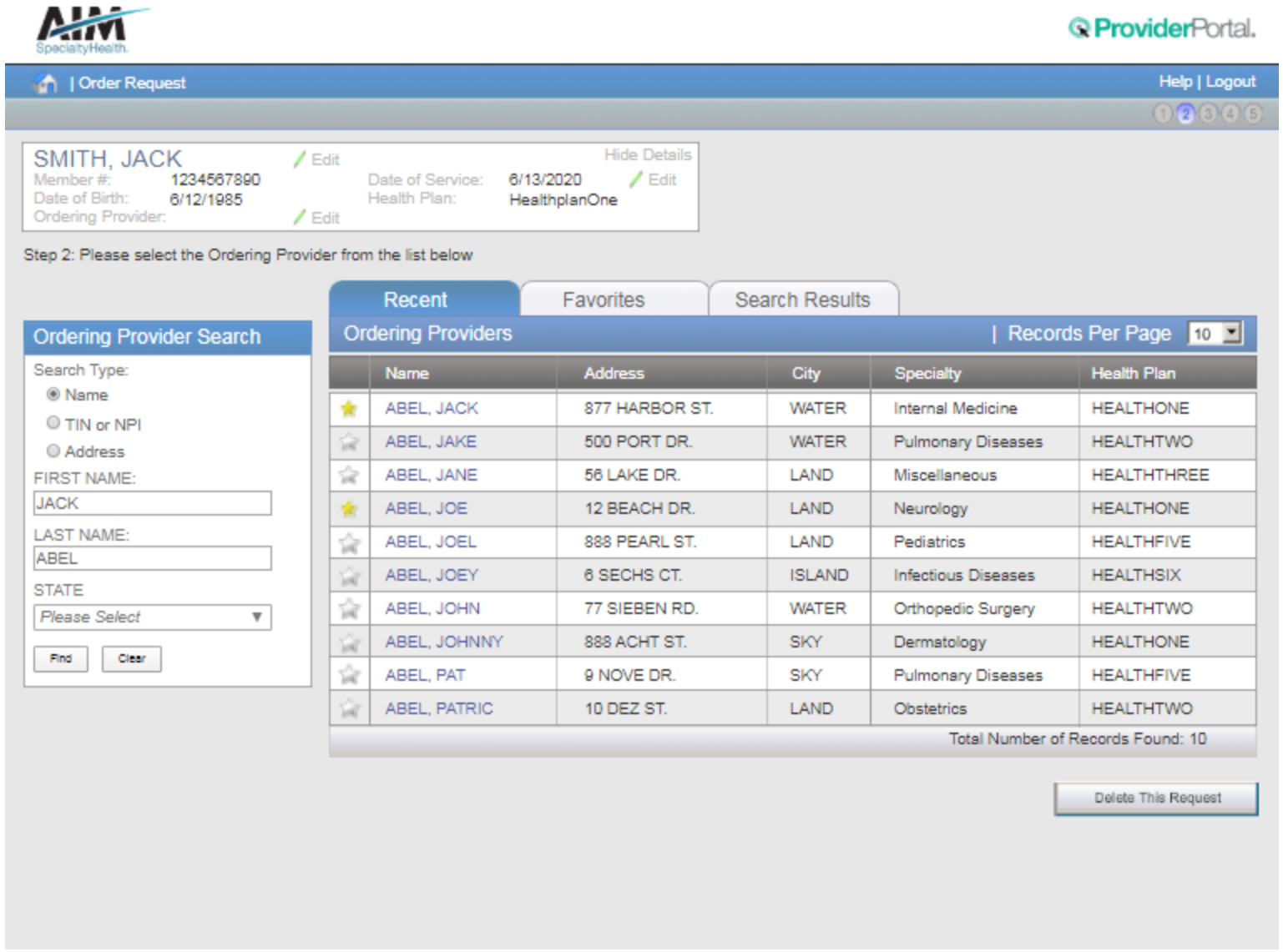
Ordering provider selection



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

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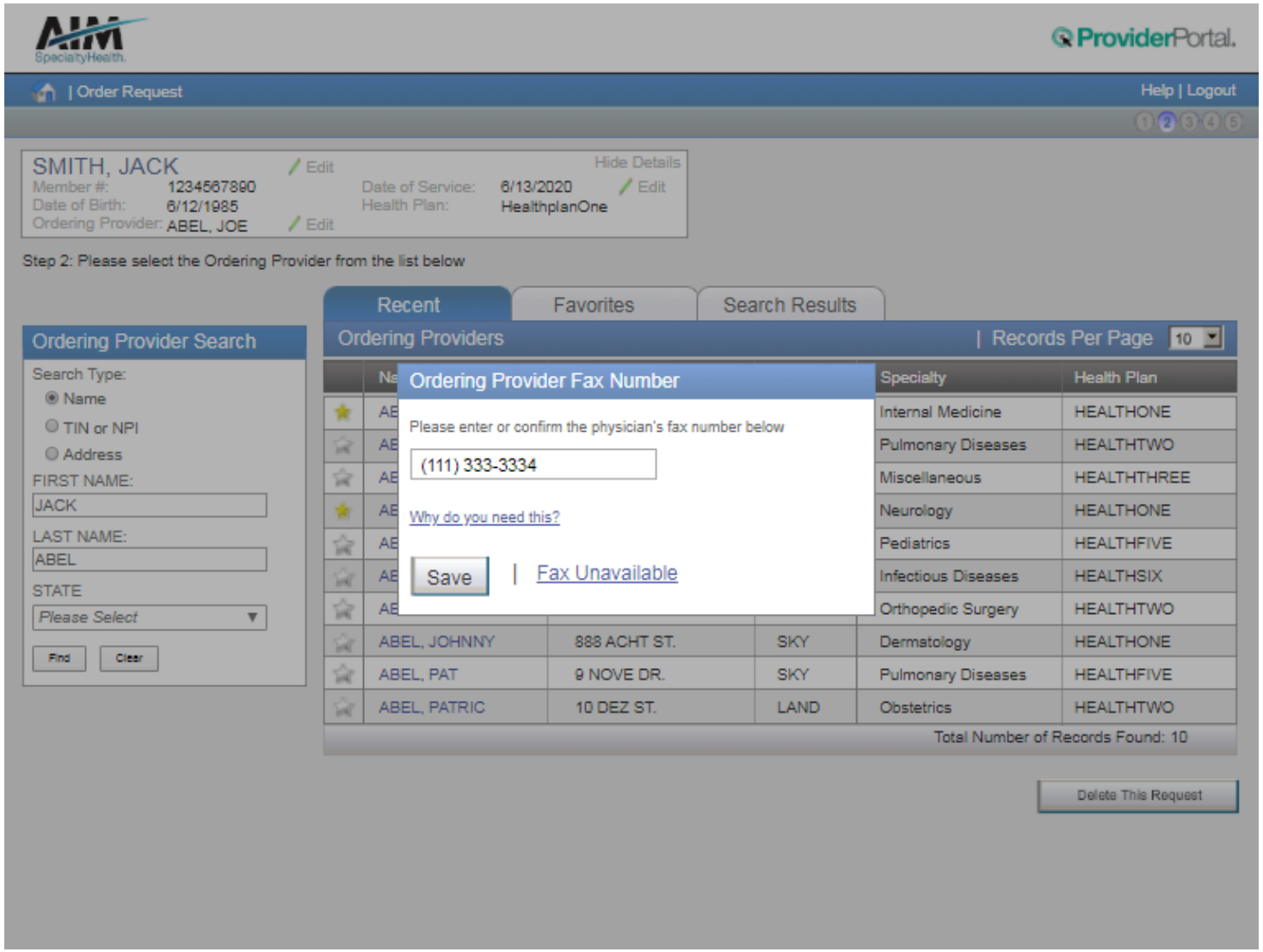
Ordering provider fax confirmation



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.

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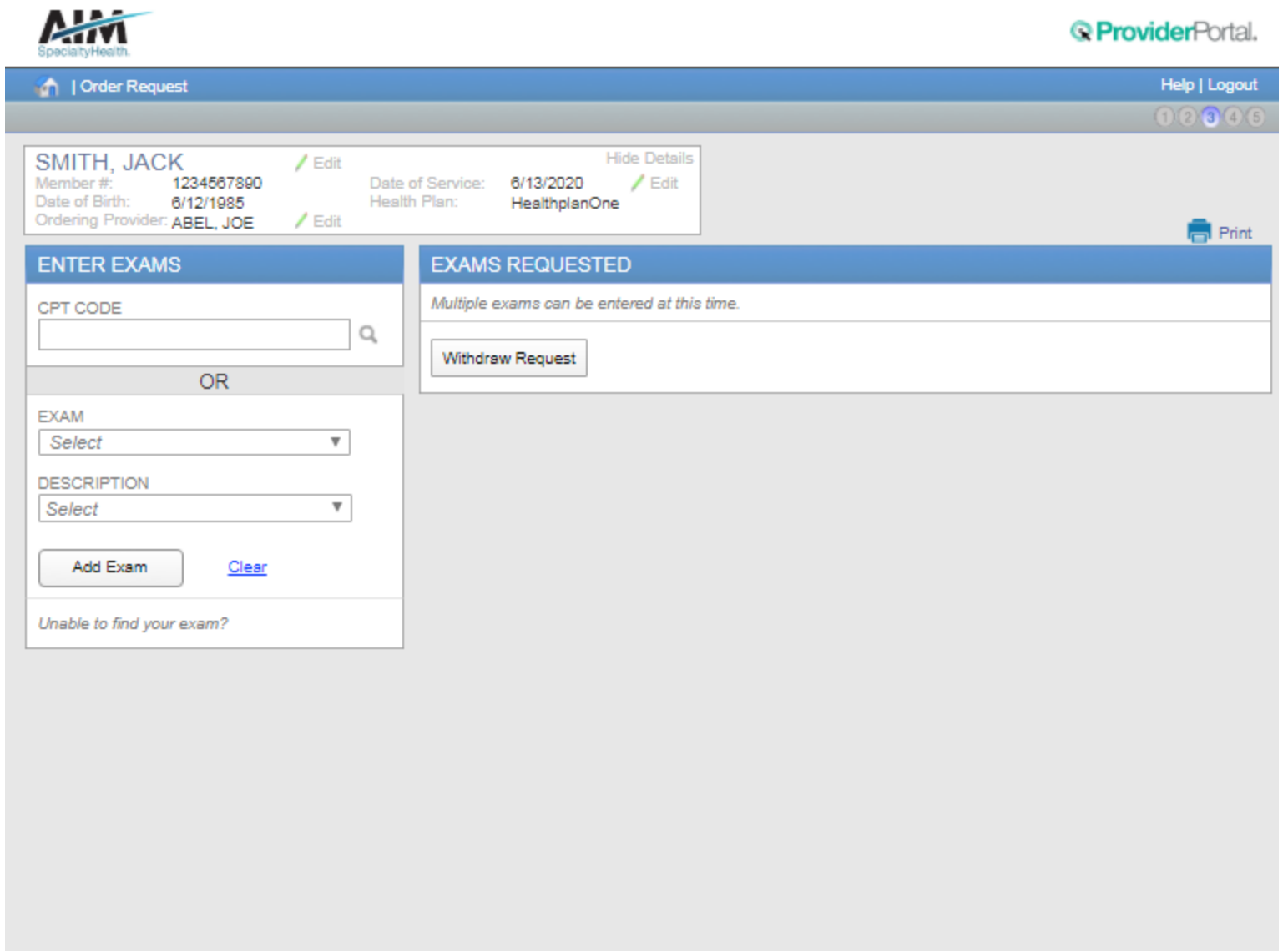
Exam selection



You have the ability to search for an exam or procedure by CPT code.

To begin, type the CPT code for the exam or procedure you're requesting.

If you prefer, you may select the exam name and description from the drop down menu.

Then choose "**Add Exam**" to begin the review process.

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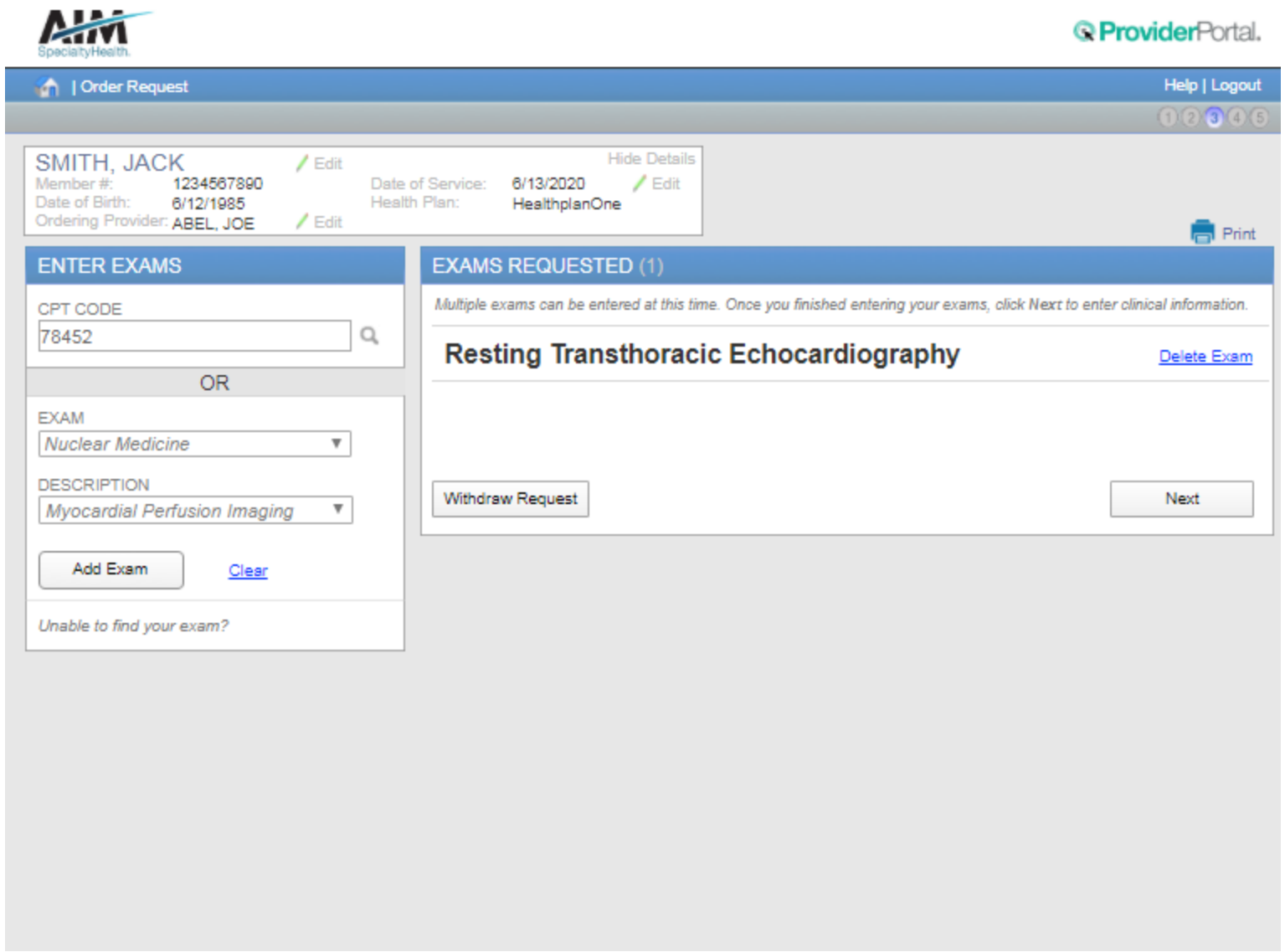
Adding more exams or procedures



If you need to review another exam or procedure for this patient, you can add an additional exam from this screen.

Simply search again by CPT code or select the exam name and description from the drop down menu.

Then choose "**Add Exam**". Your additional exam or procedure will now be listed.

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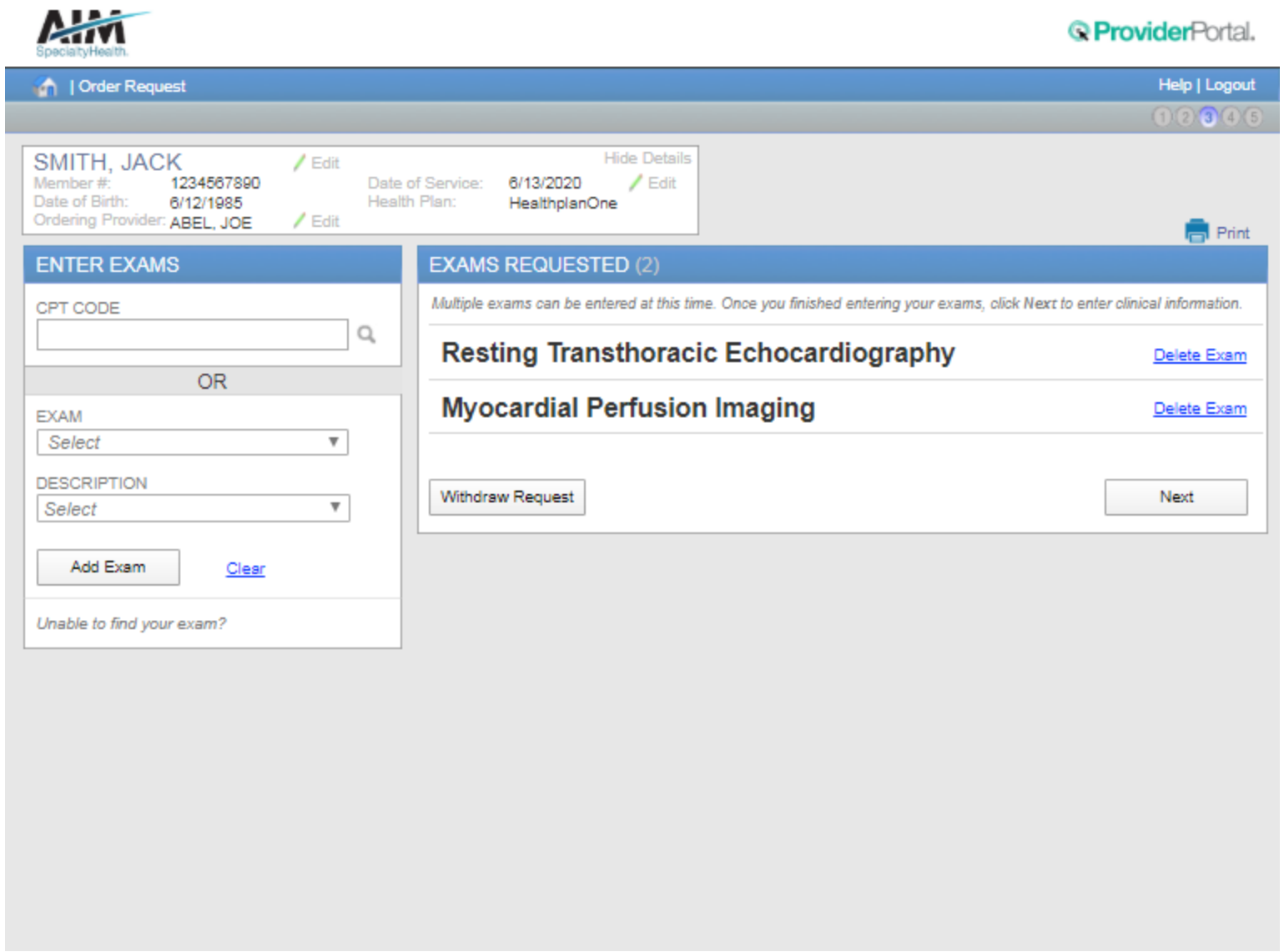
Exam selection continued



When you are done adding exams or procedures, select the "**Next**" button to proceed with your request.

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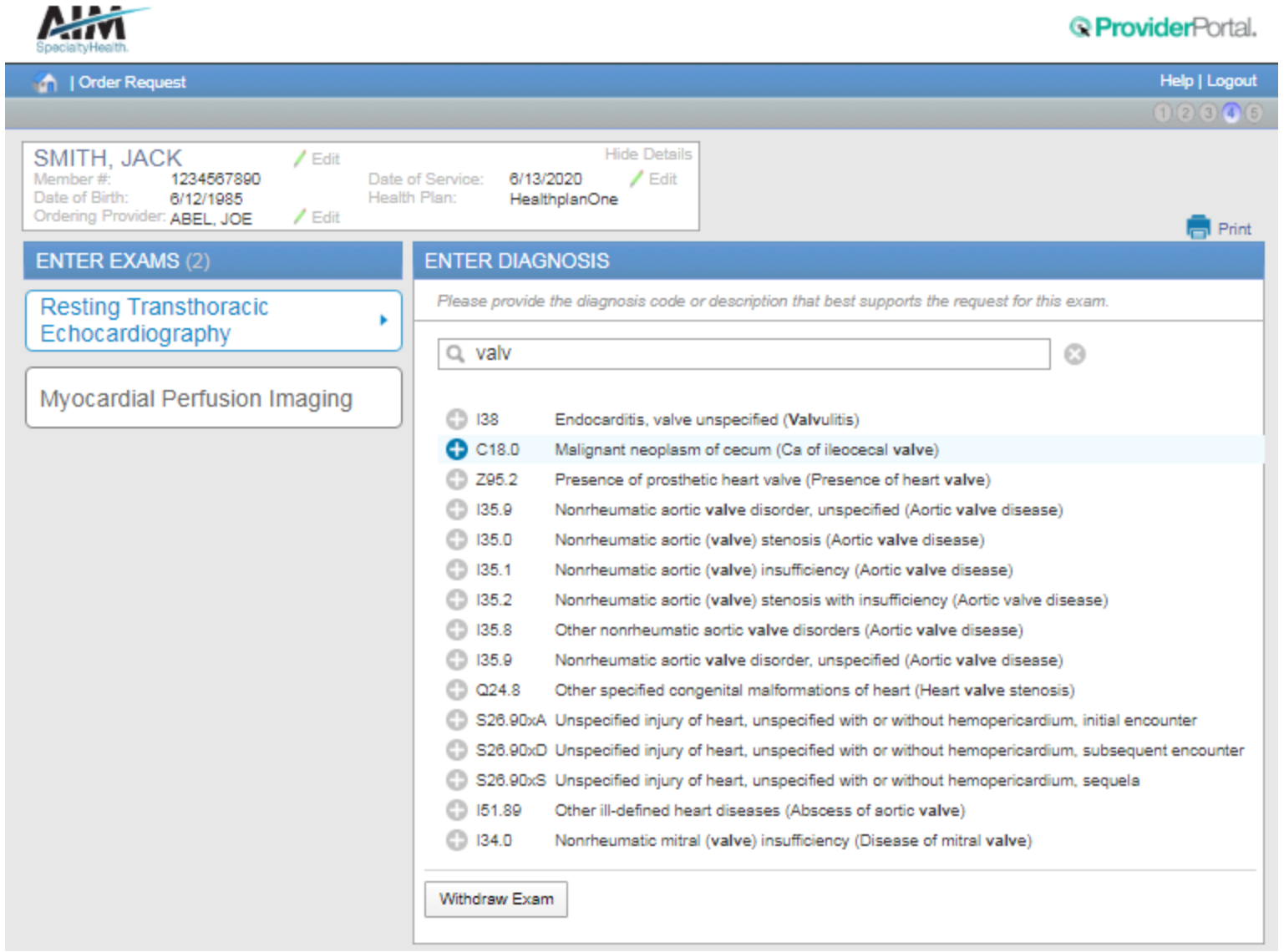
Clinical data entry: diagnosis code



Choose the exam or procedure you with to submit for review by clicking on it.

Search for the patient's diagnosis.

You may do this by either entering the diagnosis or the diagnostic (ICD) code.

When you enter at least three characters, a list of matching diagnoses will appeal.

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

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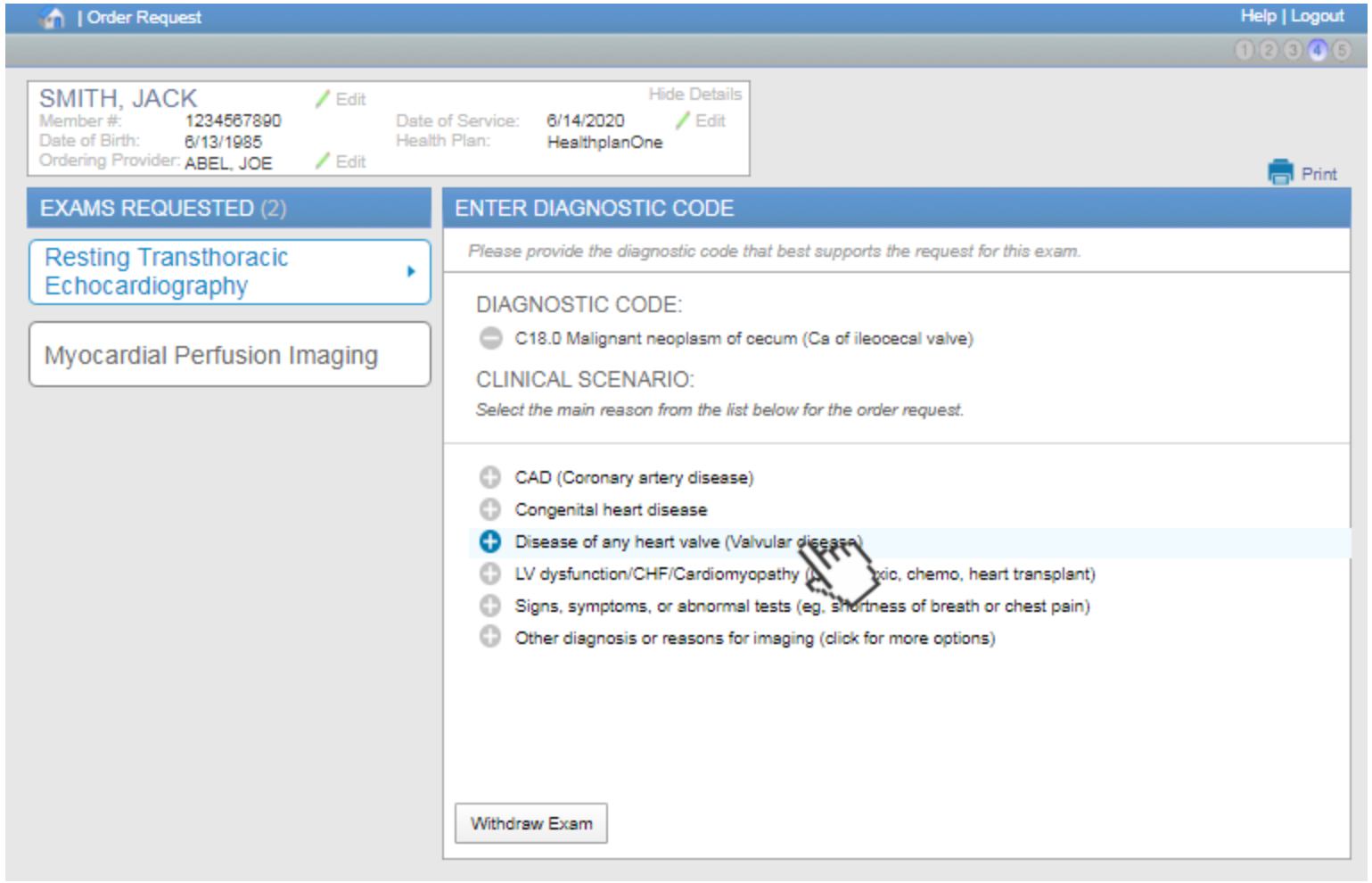
Clinical data entry: diagnosis code continued



Based on the diagnosis or the ICD code you selected, you may be asked to provide additional clinical information regarding your patient's medical history.

Choose the most appropriate response by selecting it.

Based on your responses, additional questions may be presented to help us better evaluate your request.

Questions are always tailored to your patient and the data you enter.

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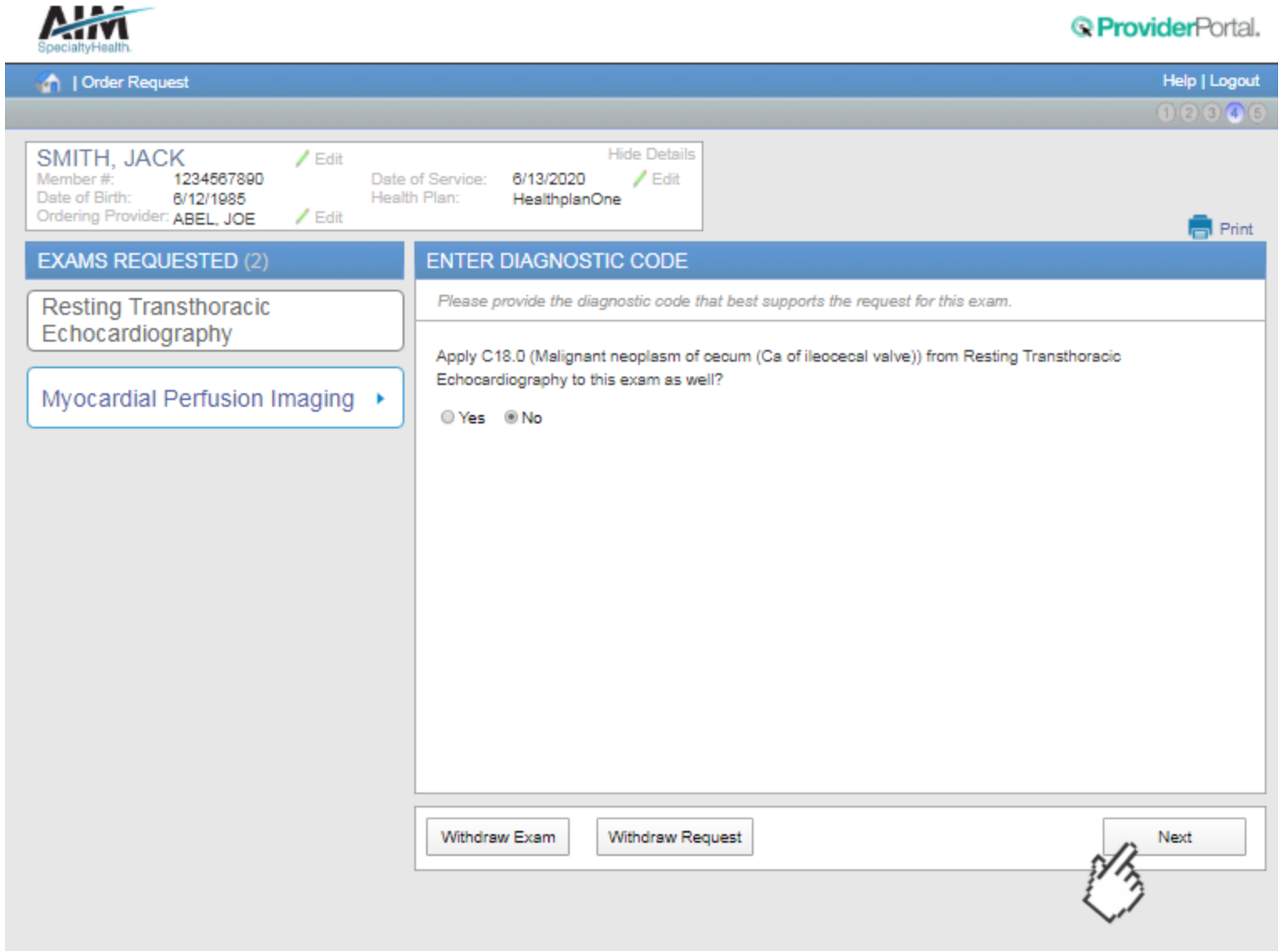
Clinical data entry: diagnosis code confirmation



When selecting the next exam or procedure, you are offered the option of using the same diagnosis as your previous exam.

Select the correct answer and then select "**Next**". If you selected "**Yes**" the diagnosis code will be carried over. If you select "**No**" you can search again for a new diagnosis.

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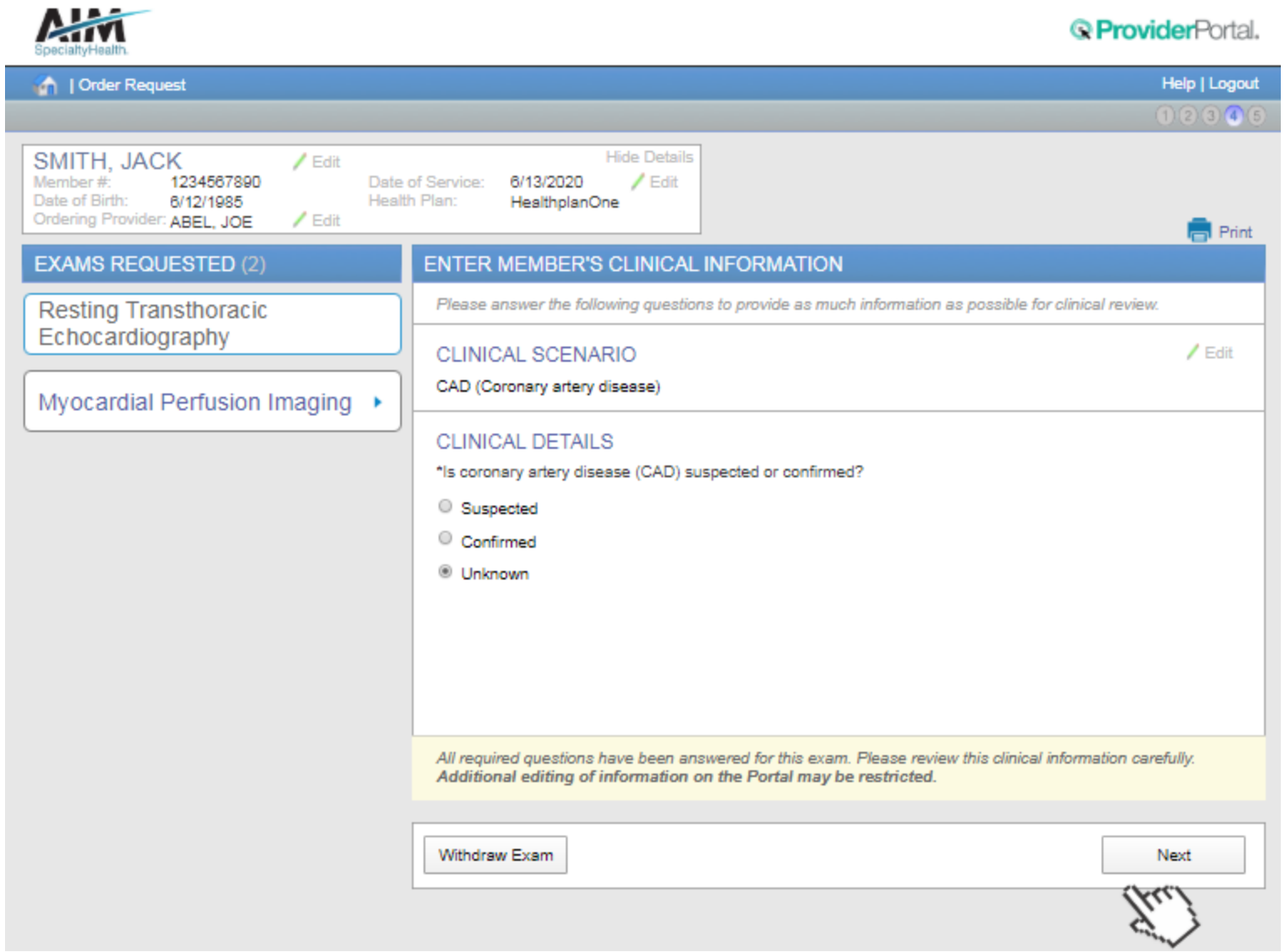
Additional clinical information



During the process of entering clinical information, you may encounter the **Additional Information** screen.

The **Additional Information** screen indicates that the AIM review team will need more information in order to evaluate your request against clinical guidelines.

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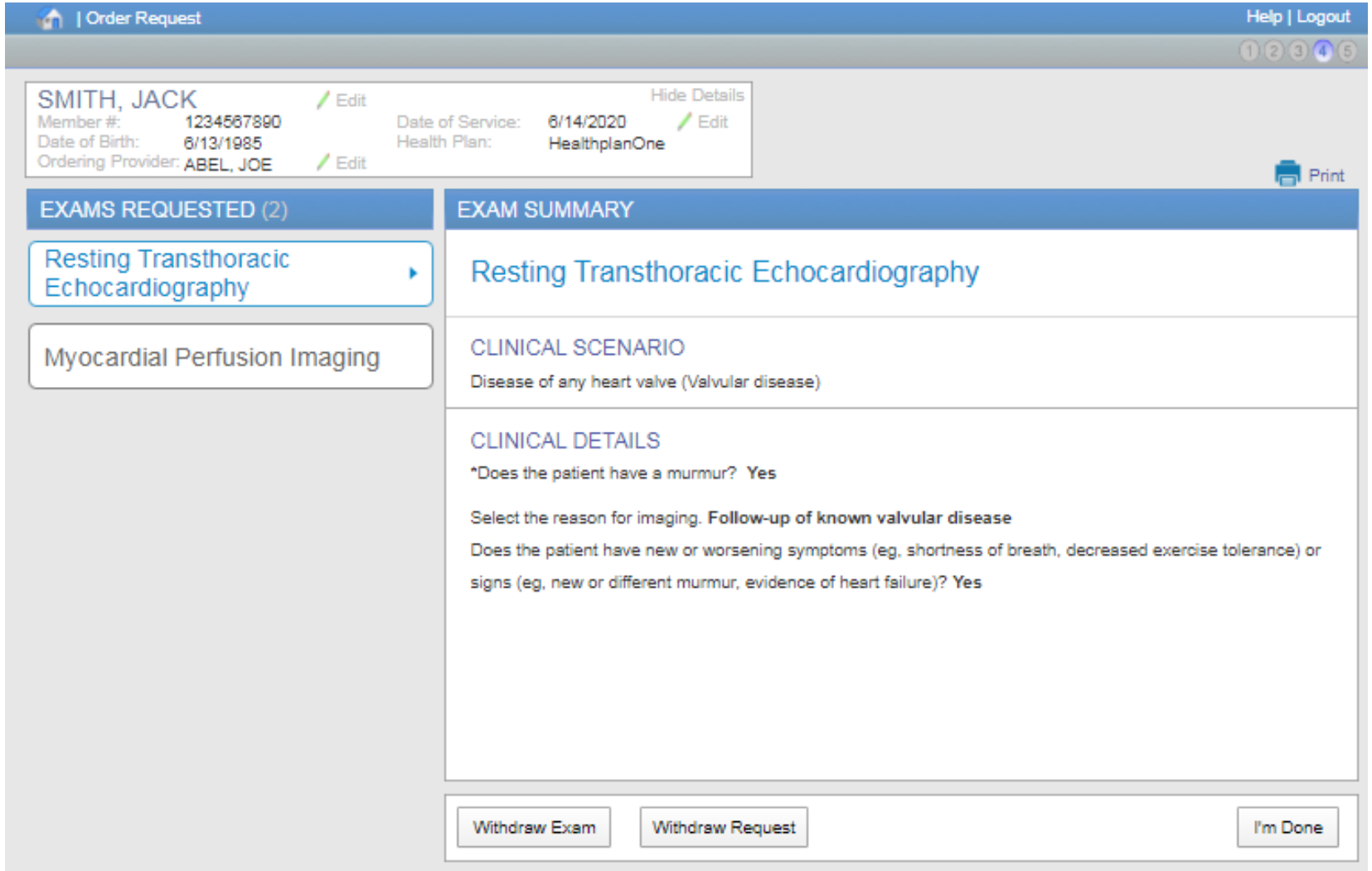
Clinical exam summary



Your first request appears to meet clinical guidelines. Review the exam summary and if the information is correct, choose "**I'm Done**".

If you entered multiple exams or procedures, you can now review your next exam.

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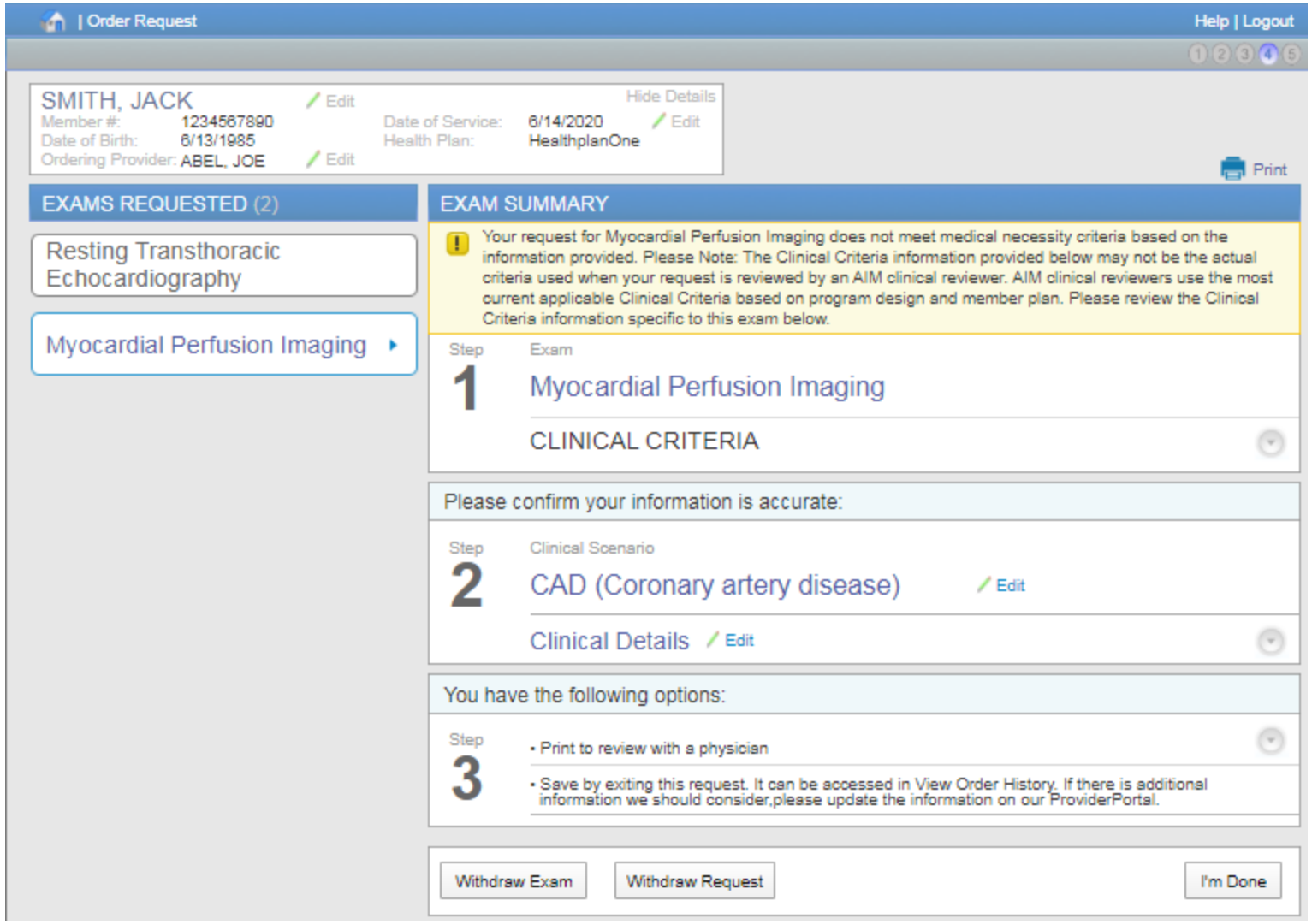
Exam summary feedback



When the clinical information entered does not meet clinical guidelines for the exam requested, you will receive the **Feedback** screen.

This screen displays the specific criteria that conflicts with your request.

Reviewing this criteria with the ordering physician may help determine if the exam is clinically appropriate for your patient.

Use the **Print** option to print the summary to review with a physician.

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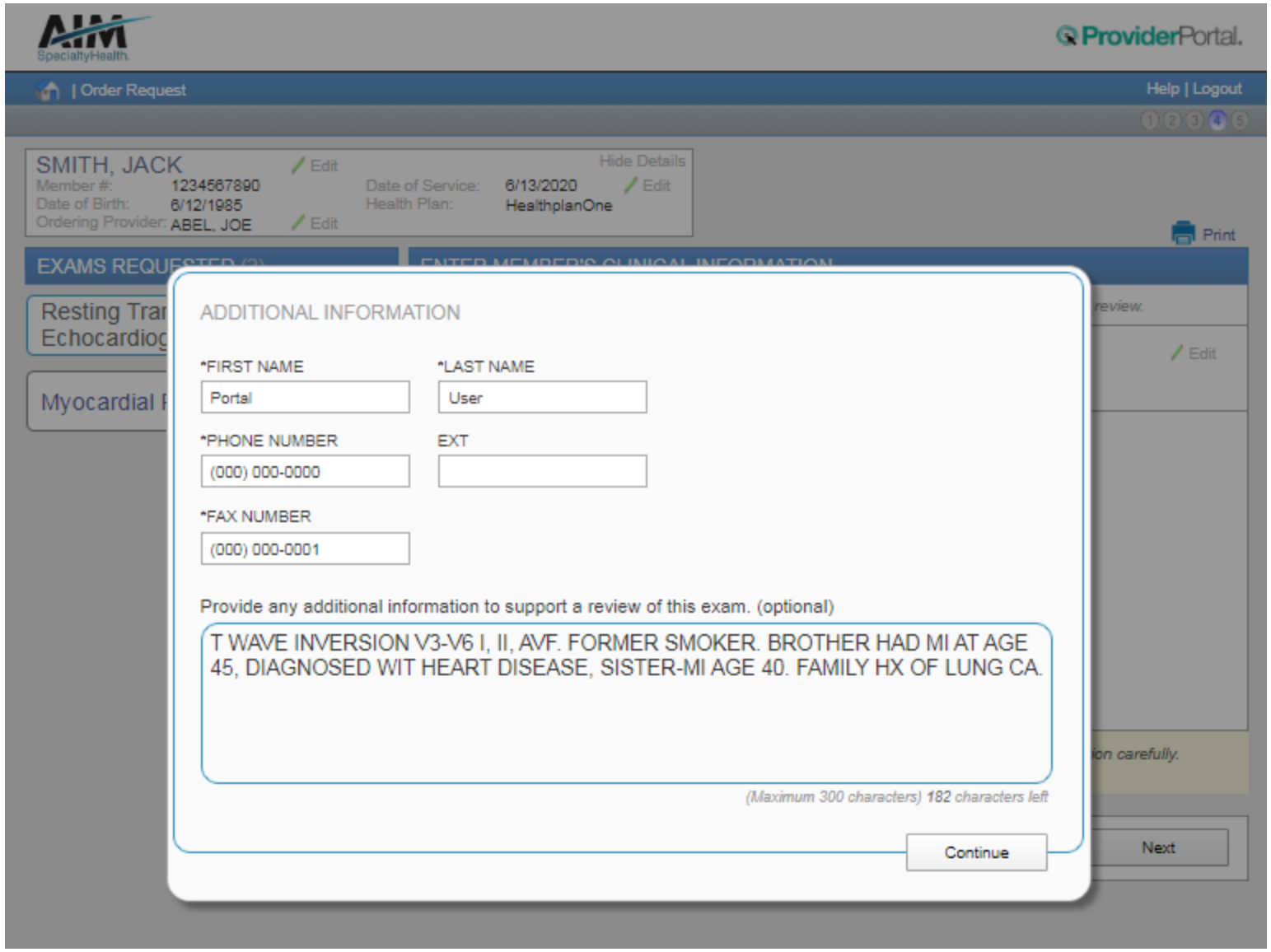
Additional clinical information



Entering information here will help expedite your review.

If you have no additional information, simply enter "**none**".

Select "**Continue**" to close the additional information box

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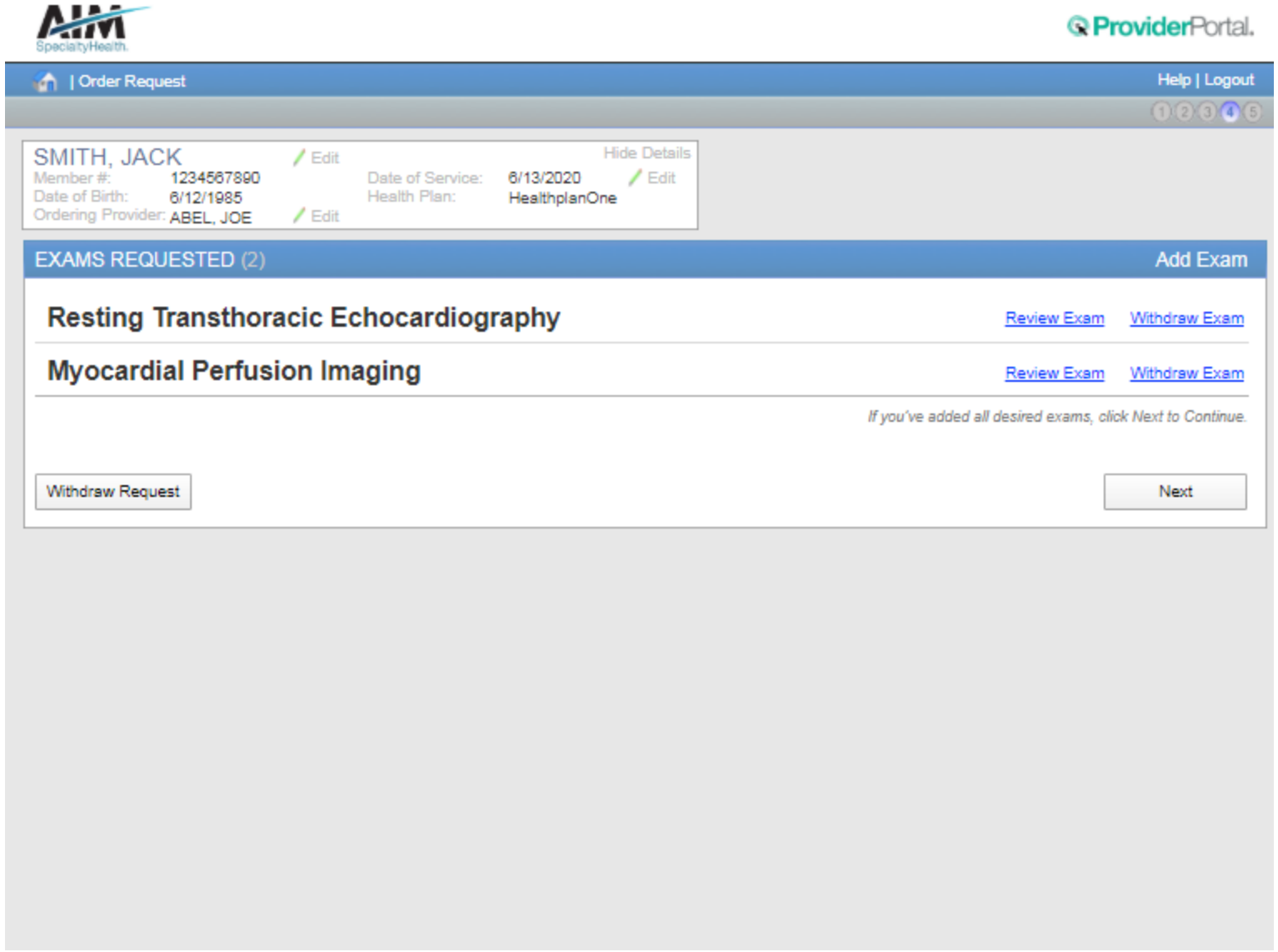
Exams summary



Once you've completed entering all clinical information required for all exams, you will see the **Exams Summary** screen.

Select **Next** to continue.

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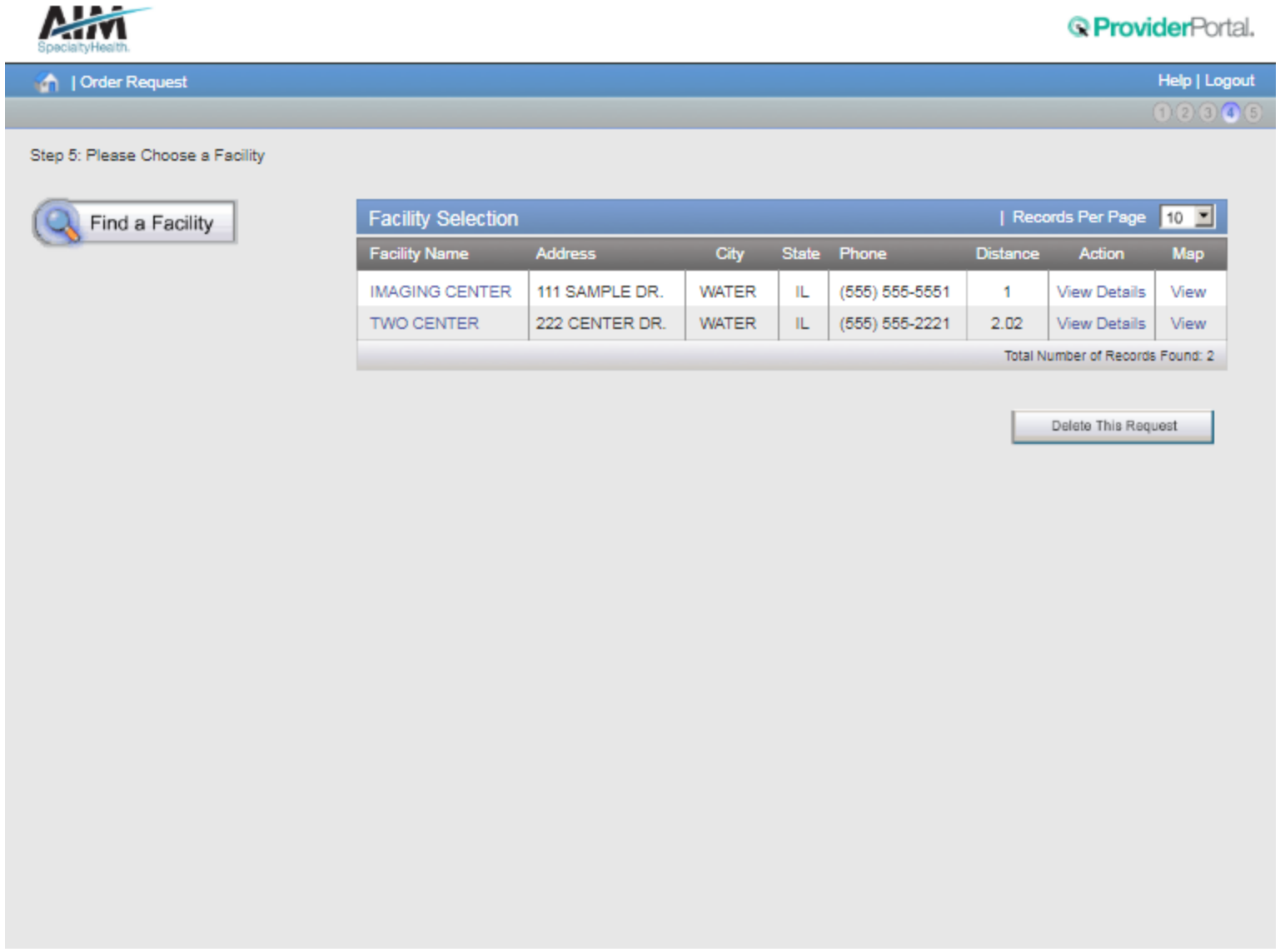
Facility selection



Select the facility where the testing will be performed.

ProviderPortal will display available facilities by distance.

Choose a facility in the list or use "**Find a Facility**" button to search for additional facilities.

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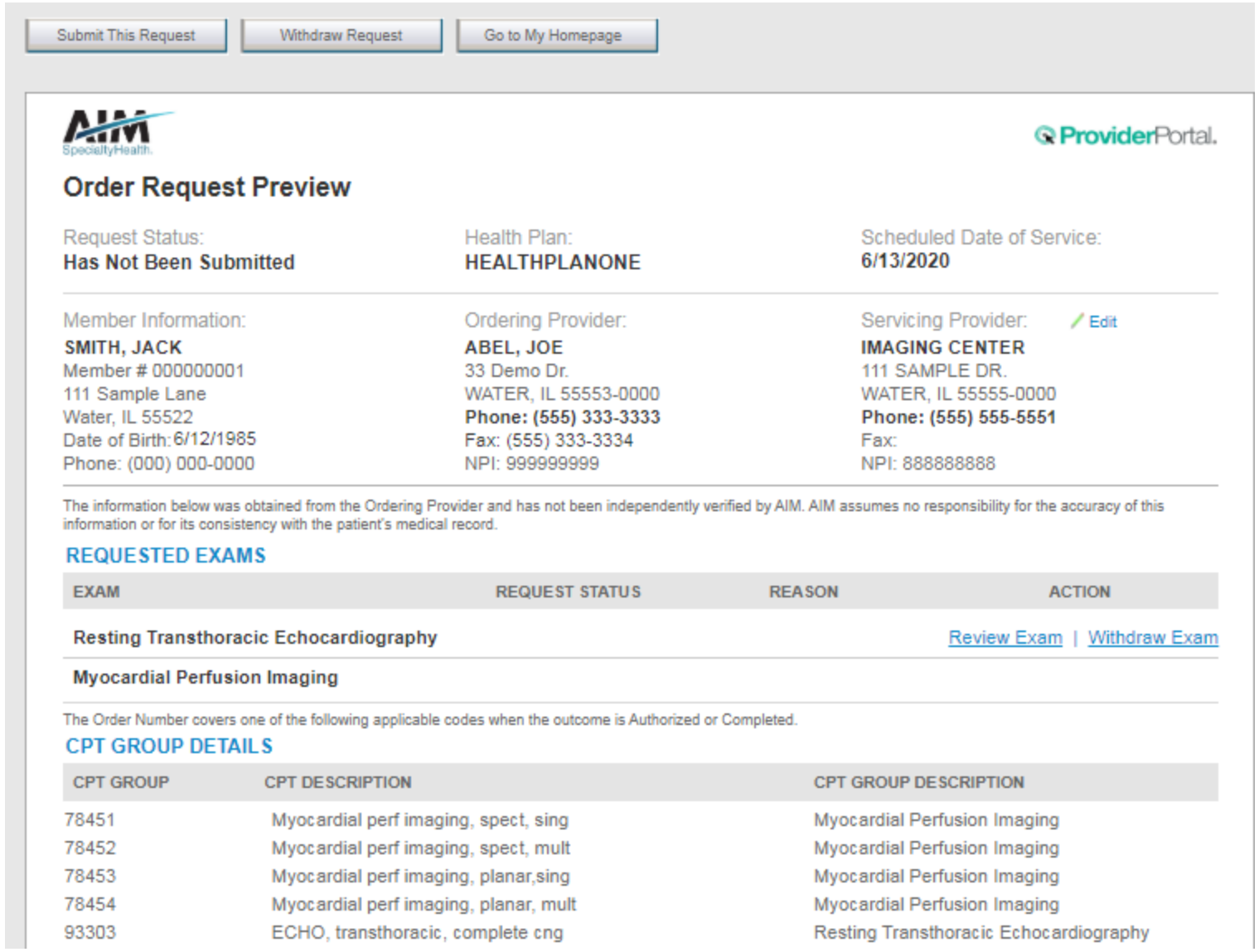
Order request preview



Submit This Request | Withdraw Request | Go to My Homepage

AIM SpecialtyHealth. ProviderPortal.

Order Request Preview

Request Status:	Health Plan:	Scheduled Date of Service:
Has Not Been Submitted	**HEALTHPLANONE**	**6/13/2020**

Member Information:	Ordering Provider:	Servicing Provider: Edit
SMITH, JACK	**ABEL, JOE**	**IMAGING CENTER**
Member # 000000001	33 Demo Dr.	111 SAMPLE DR.
111 Sample Lane	WATER, IL 55553-0000	WATER, IL 55555-0000
Water, IL 55522	**Phone: (555) 333-3333**	**Phone: (555) 555-5551**
Date of Birth: 6/12/1985	Fax: (555) 333-3334	Fax:
Phone: (000) 000-0000	NPI: 999999999	NPI: 888888888

The information below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam | Withdraw Exam
Myocardial Perfusion Imaging			

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
78451	Myocardial perf imaging, spect, sing	Myocardial Perfusion Imaging
78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar,sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging
93303	ECHO, transthoracic, complete cng	Resting Transthoracic Echocardiography

This is a preview of your order.

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

Select "**Submit This Request**" to proceed.

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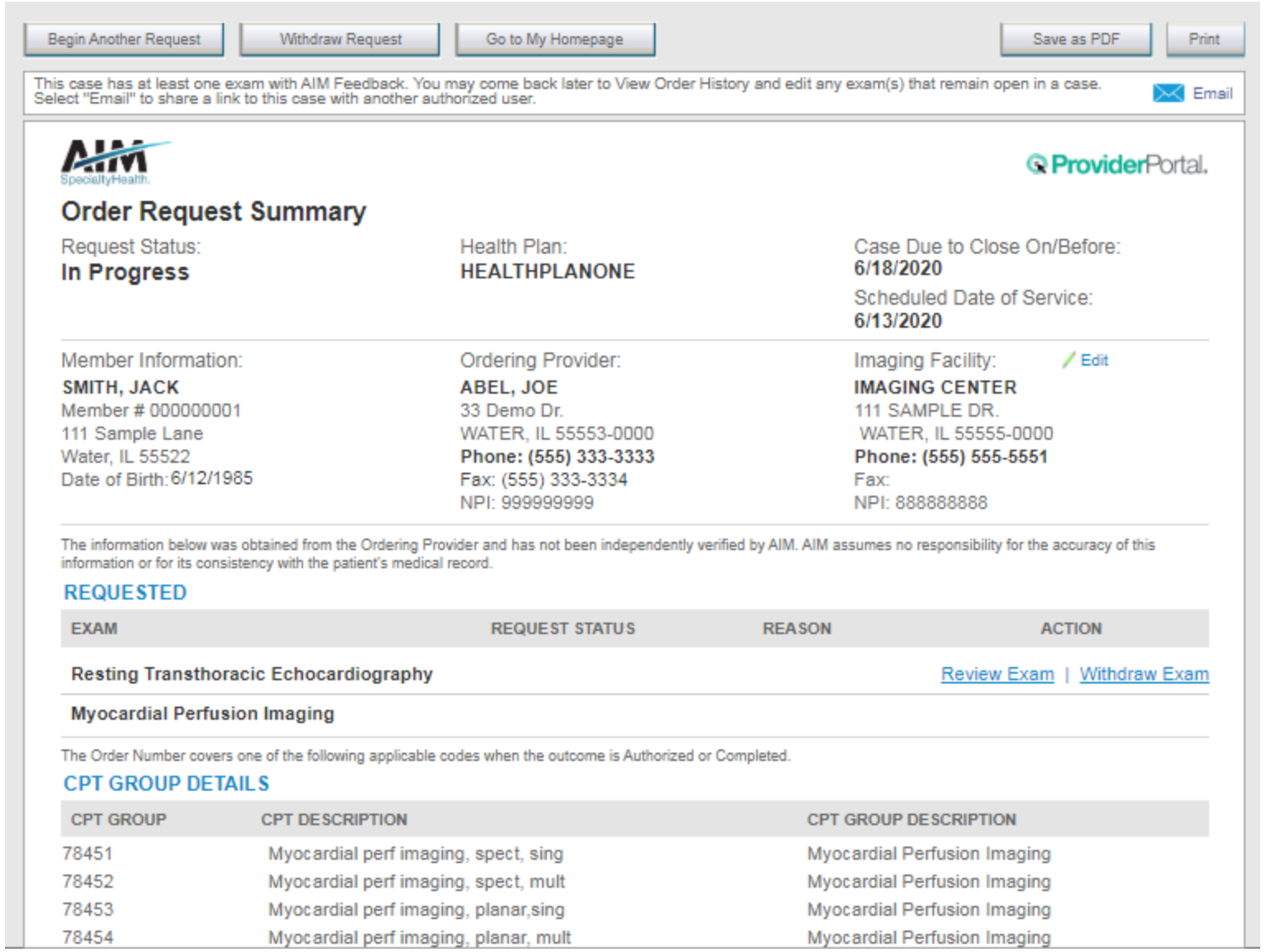
Order request summary



Begin Another Request | Withdraw Request | Go to My Homepage | Save as PDF | Print

This case has at least one exam with AIM Feedback. You may come back later to View Order History and edit any exam(s) that remain open in a case. Select "Email" to share a link to this case with another authorized user. Email

AIM SpecialtyHealth. ProviderPortal.

Order Request Summary

Request Status: **In Progress**

Health Plan: **HEALTHPLANONE**

Case Due to Close On/Before: **6/18/2020**

Scheduled Date of Service: **6/13/2020**

Member Information:
SMITH, JACK
Member # 000000001
111 Sample Lane
Water, IL 55522
Date of Birth: 6/12/1985

Ordering Provider:
ABEL, JOE
33 Demo Dr.
WATER, IL 55553-0000
Phone: (555) 333-3333
Fax: (555) 333-3334
NPI: 999999999

Imaging Facility: Edit
IMAGING CENTER
111 SAMPLE DR.
WATER, IL 55555-0000
Phone: (555) 555-5551
Fax:
NPI: 888888888

The information below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam | Withdraw Exam
Myocardial Perfusion Imaging			

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
78451	Myocardial perf imaging, spect, sing	Myocardial Perfusion Imaging
78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar,sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging

The order has now been submitted. You can **Print** or **Save to a PDF** to include in the patient's chart.

To start a new order, select "**Begin Another Request**".

The order request summary may be emailed to yourself if you wish access the request at a later time.

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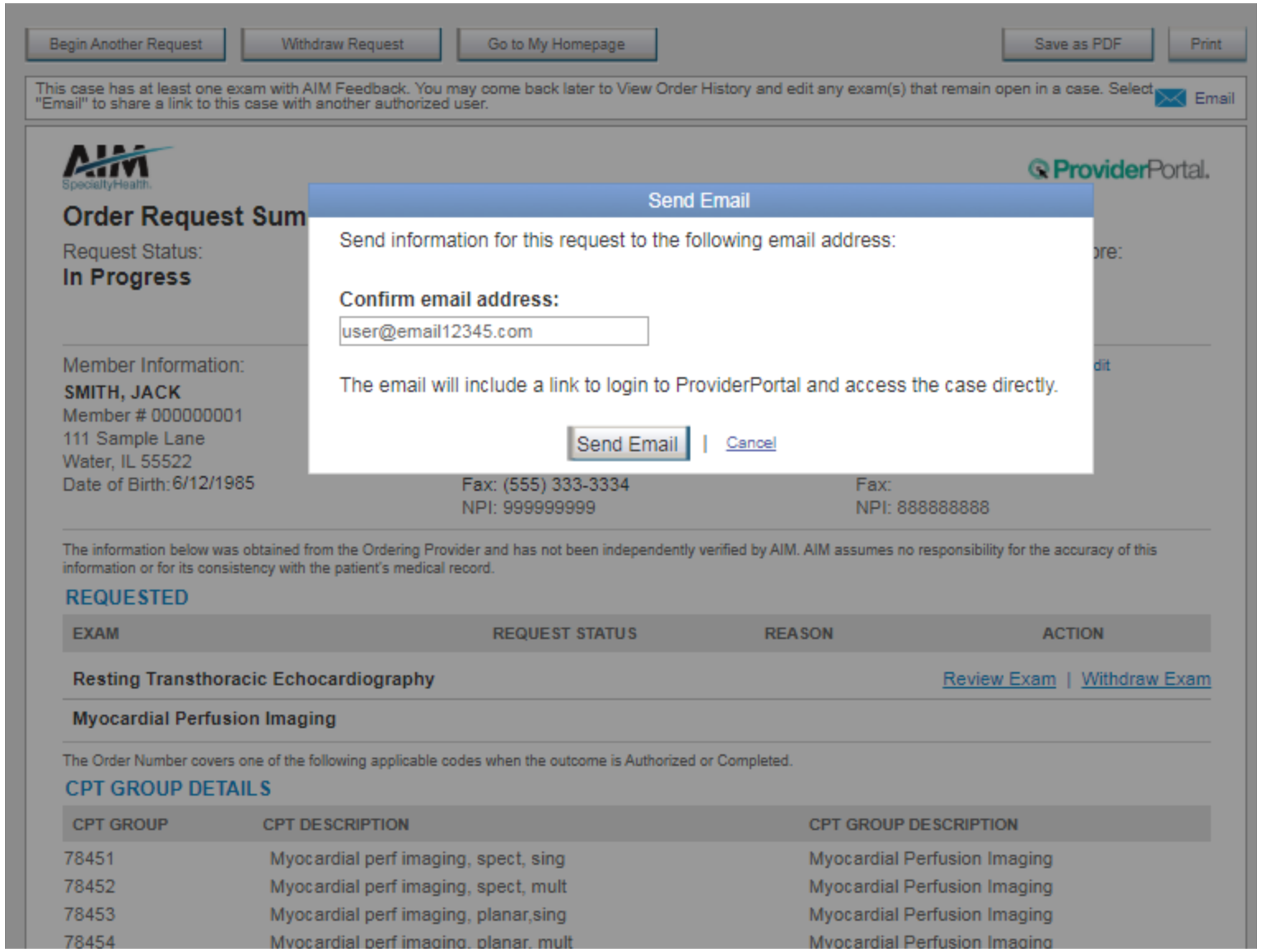
Order request summary: email



You will be asked to enter or confirm your email address.

Select "**Send Email**".

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Additional *Provider*Portal features

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

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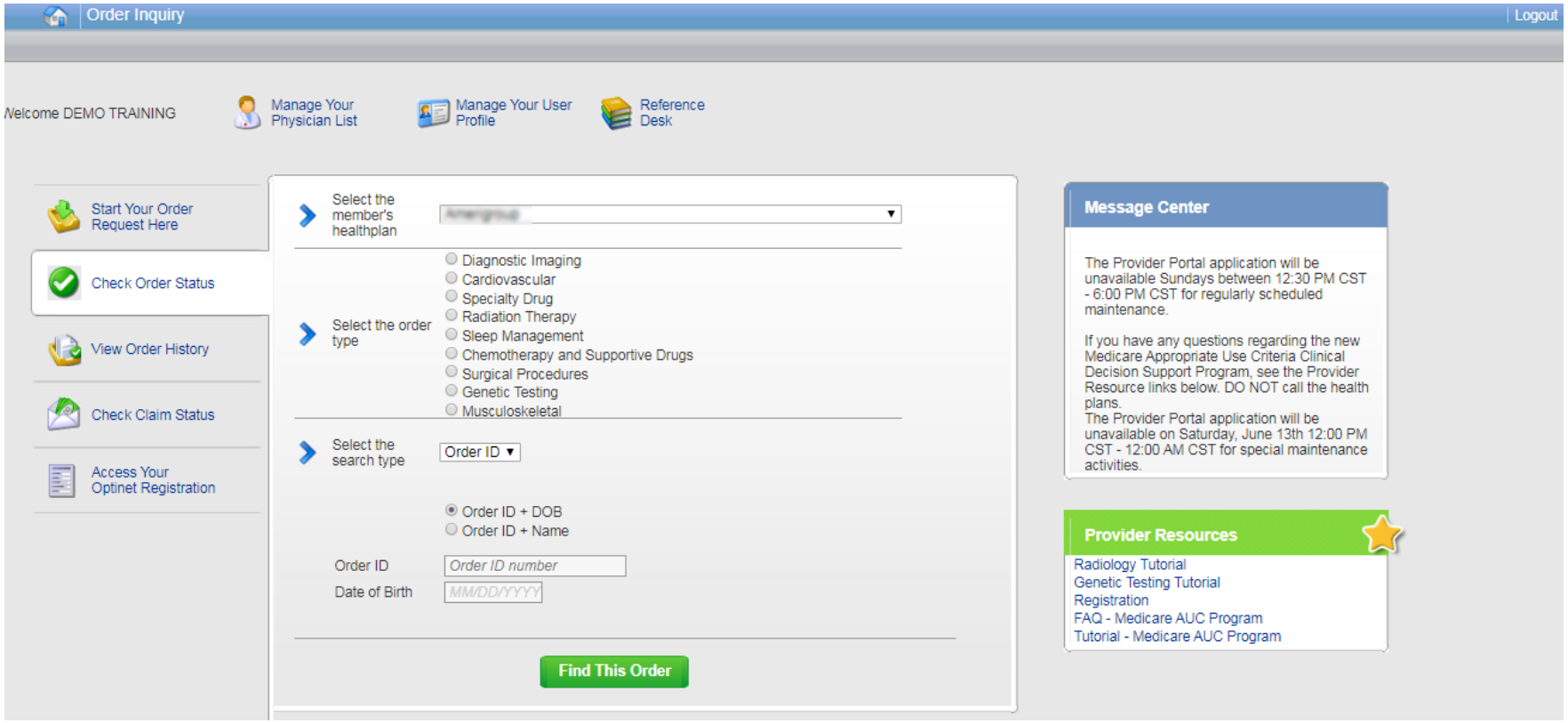
How to check an order status



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.

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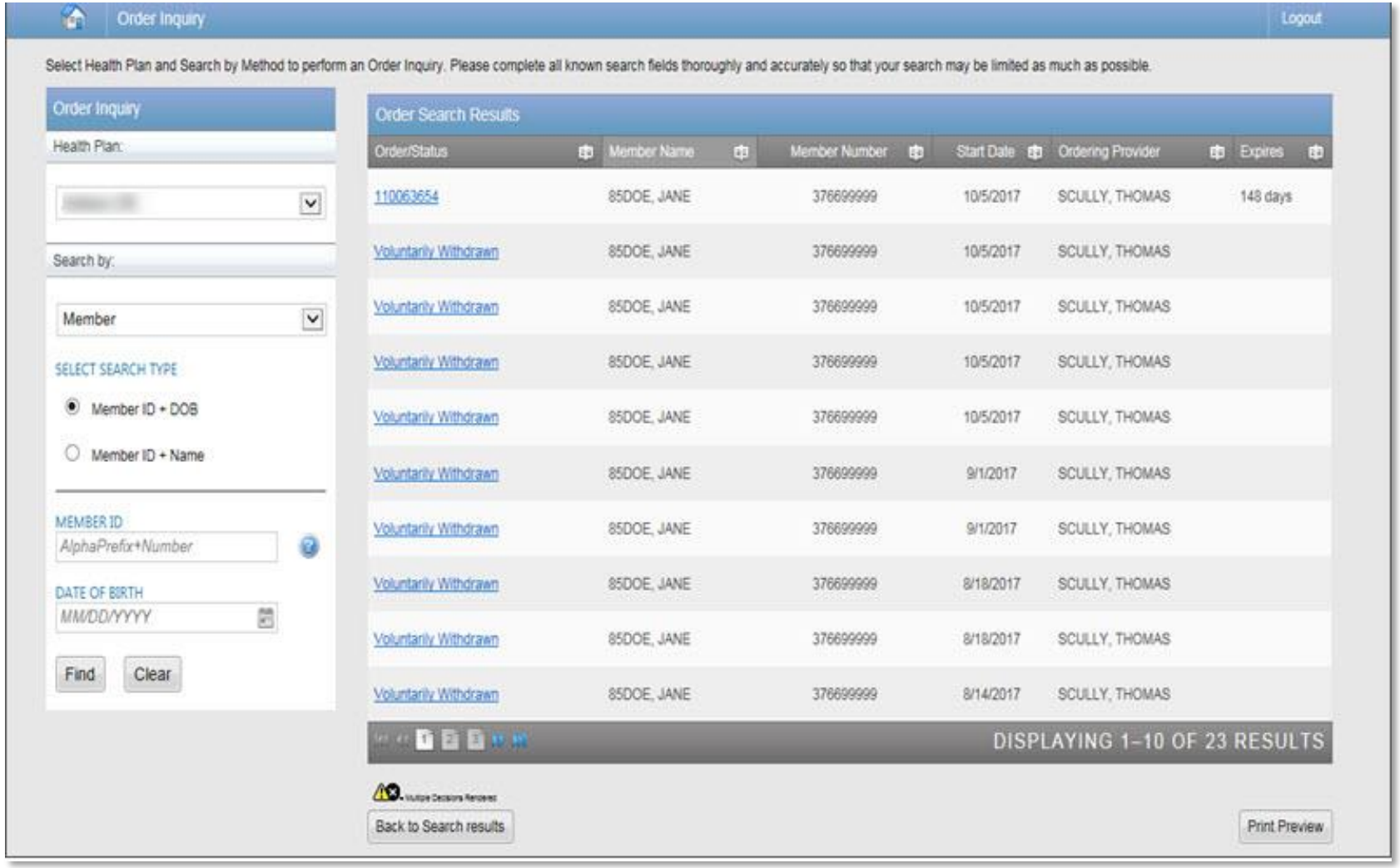
How to check an order status



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.

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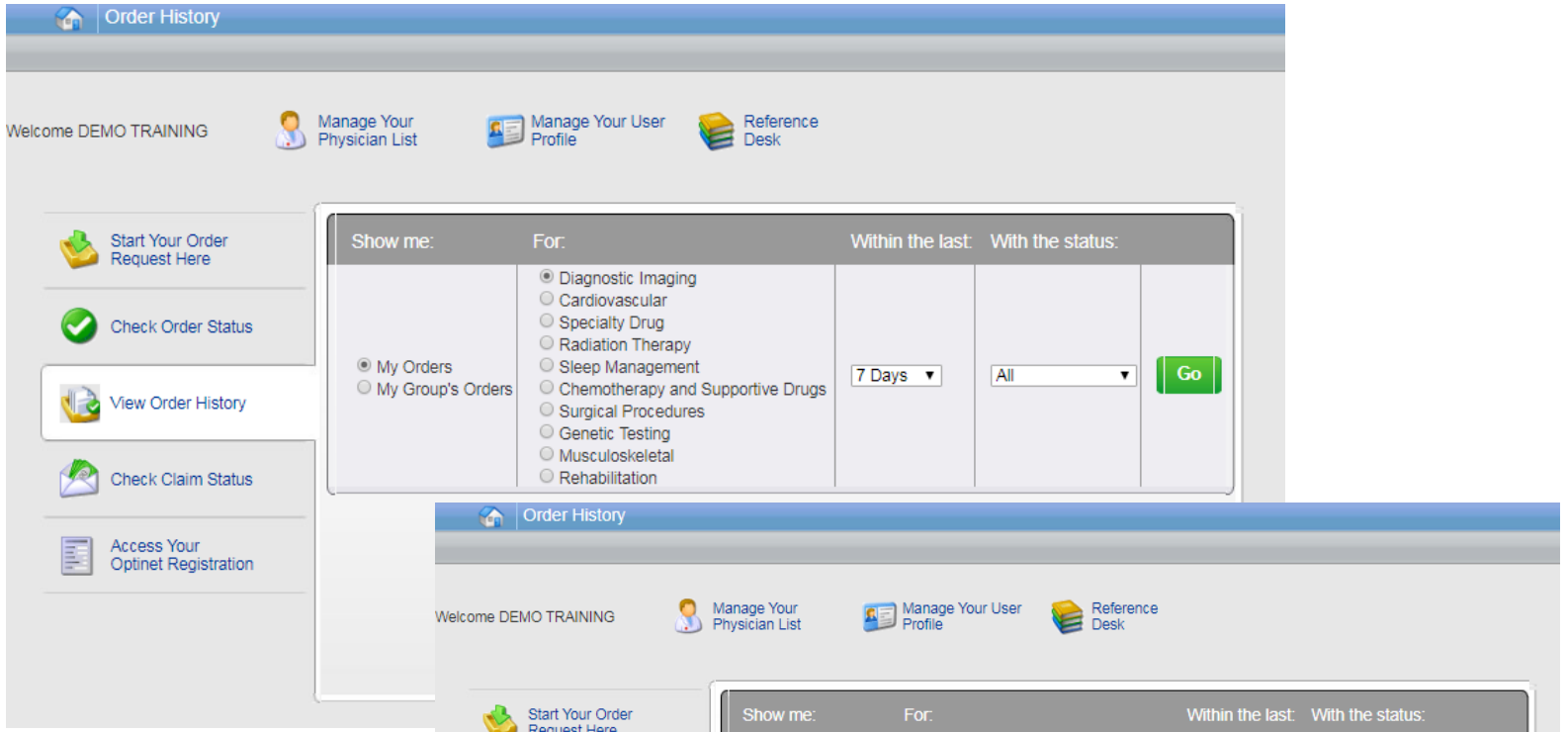
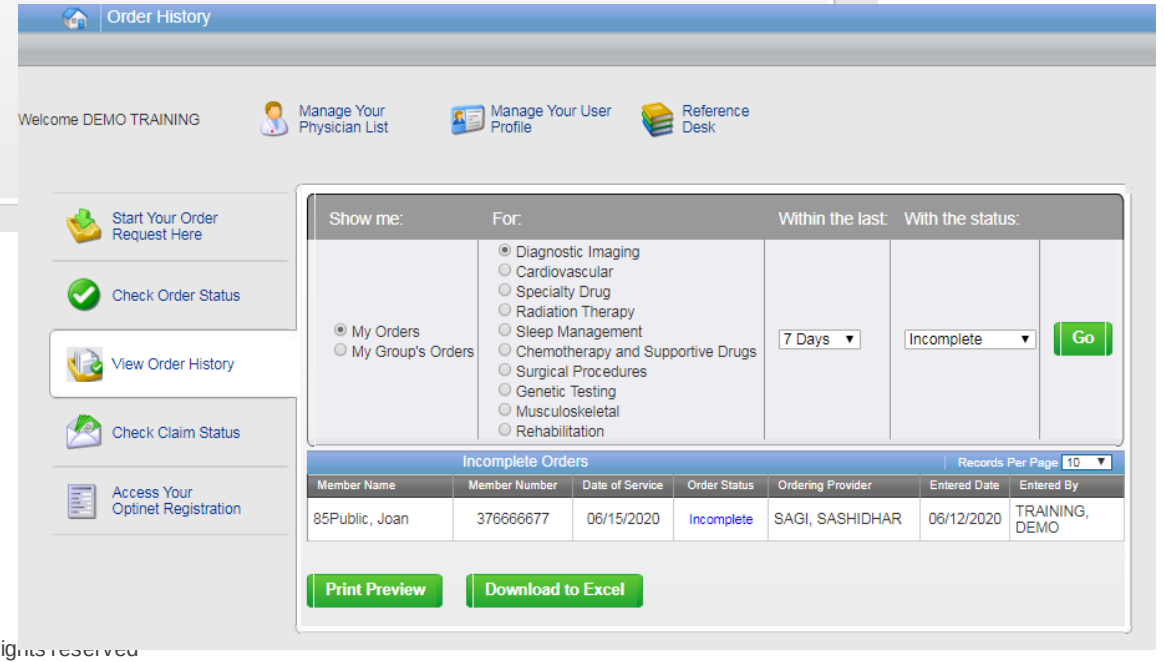
How to view order history





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

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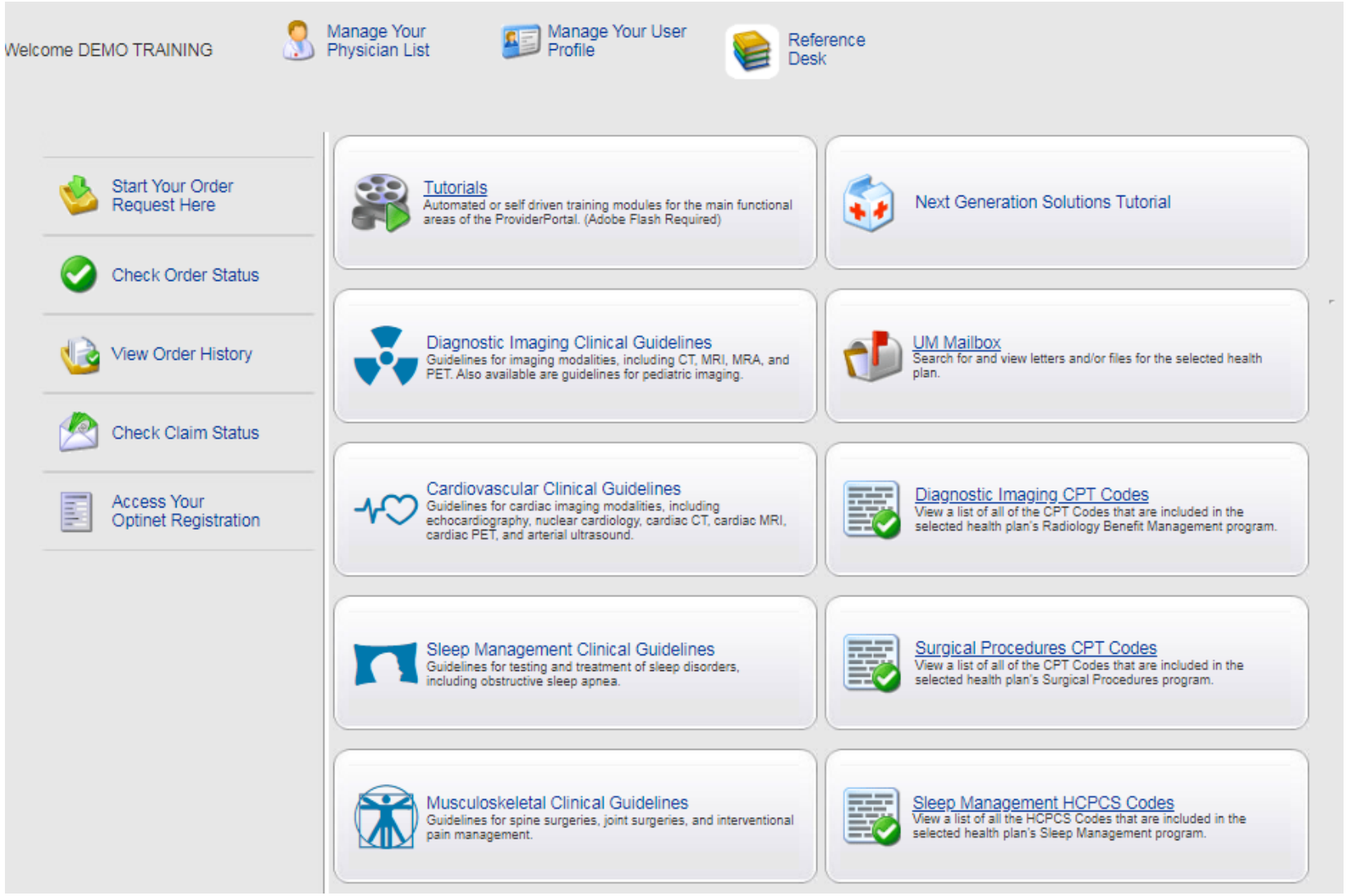
Reference Desk



Training Tutorials, clinical guidelines, and CPT Codes included in the program are located within the Reference Desk.

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Questions?

Radiology Program provider website:
www.AIMProviders.com/radiology

Cardiology Program provider website:
www.AIMProviders.com/cardiology