

Provider Update

Expanded musculoskeletal services with AIM Specialty Health

Effective May 1, 2019, AIM Specialty Health® (AIM) will provide health services review for prior authorization of spine surgeries, joint surgeries and interventional pain management for members enrolled in IA Health Link and *hawk-i*.

As a reminder, providers are encouraged to use the [Precertification Lookup Tool](#) to determine which musculoskeletal services require prior authorization. The clinical criteria used to review these service requests will change with new prior authorization process for musculoskeletal services. The clinical guidelines that have been adopted by Amerigroup Iowa, Inc. for medical necessity review are located at <http://aimspecialtyhealth.com/CG-Musculoskeletal.html>.

AIM peer to peer

AIM will contact the provider for a peer-to-peer review **prior** to rendering a denial. AIM will make three attempts to initiate a peer-to-peer review. If all three attempts are unsuccessful, AIM will issue a denial.

Prior authorization review requirements

Beginning April 15, 2019, providers will be able to contact AIM for prior authorization of services to take place on or after May 1, 2019. For services that are scheduled on or after May 1, 2019, providers must contact AIM to obtain prior authorization for the services detailed below. Providers are strongly encouraged to verify that a prior authorization has been obtained before scheduling and performing the services.

The Musculoskeletal Program

This program will conduct prior authorization medical necessity reviews of spine surgeries, joint surgeries and interventional pain management procedures. Services provided as part of an elective planned inpatient admission will require prior authorization and will be handled by AIM. If inpatient stay is requested and AIM approves as medically necessary, one inpatient day will be allowed. If additional inpatient days are needed, clinical documentation will need to be submitted via Availity or by fax to the Amerigroup Inpatient Utilization Review department at 1-800-964-3627.

As a reminder, inpatient admissions and all elective services provided by or arranged at a nonparticipating provider or facility always require prior authorization.

The following services will require prior authorization from AIM:

- **Spine surgery** — cervical, thoracic, lumbar and sacral:
 - Bone grafts
 - Bone growth stimulators
 - Cervical/lumbar foraminotomies
 - Cervical/lumbar spinal fusions
 - Cervical/lumbar/thoracic spinal laminectomy
 - Cervical/lumbar spinal discectomy
 - Cervical/lumbar spinal disc arthroplasty (replacement)
 - Spinal deformity (scoliosis/kyphosis)
 - Vertebroplasty/kyphoplasty

- **Joint surgery** (including all associated revision surgeries):

<https://providers.amerigroup.com>



- Total hip replacement
- Total knee replacement
- Total shoulder replacement
- Hip arthroscopy
- Knee arthroscopy
- Shoulder arthroscopy
- Treatment of osteochondral defects
- Meniscal allograft transplantation
- **Interventional pain management:**
 - Epidural steroid injections
 - Paravertebral facet joint injection/nerve block/neurolysis
 - Sacroiliac steroid injections
 - Spinal cord stimulators
 - Regional sympathetic nerve block

How to place a review request

Providers can use the prior authorization lookup tool located on the Amerigroup provider website at <https://providers.amerigroup.com/Pages/PLUTO.aspx> to determine if a specific outpatient code requires prior authorization. The Precertification Lookup Tool allows the user to search by CPT code, HCPCS code or code description.

Providers must use the AIM *ProviderPortal*sm — or call AIM directly — to initiate a new request. *ProviderPortal* is available 24 hours a day, 7 days a week, except for scheduled maintenance, and is the fastest and easiest way to contact AIM. *ProviderPortal* offers a convenient way to enter your service requests or check on the status of your previous services. **Registration is required and opens on April 25, 2019.** To register for *ProviderPortal*, go to www.aimspecialtyhealth.com/goweb.

To request a prior authorization for musculoskeletal services, providers should do one of the following:

- Log in to the *ProviderPortal* at <https://providerportal.com> or through Availity at <https://www.availity.com>.
- Call AIM toll free at 1-800-714-0040, Monday-Friday from 7 a.m.-7 p.m. Central time.

Please note, fax requests will **not** be accepted for the initial services reviewed by AIM.

While prior authorization procedures for musculoskeletal services have changed as noted above, certain core services and capabilities — while subject to change independent of AIM's role in musculoskeletal services prior authorization — remain unchanged at this time, including:

- Claims processing.
- Clinical and coverage guidelines.
- The network of providers offering these services to our members.

Please note that adhering to these new policies and procedures is required to assure appropriate payment of claims. Should you have questions, please contact your local Network Relations representative. You may also contact Provider Services at 1-800-454-3730, Monday-Friday from 7:30 a.m.-6 p.m. Central time or send an email to IowaProviderQuestions@amerigroup.com.

For resources to help your practice get started with the Musculoskeletal Program, go to www.aimprovider.com/msk.