

Genetic testing services prior authorization update

Summary of update: Effective November 1, 2017, Amerigroup Community Care will require prior authorization of genetic testing services for Maryland members. AIM Specialty Health® (AIM) will manage this process.

What is the impact of this change?

When requesting prior authorization, please use the following process:

- Obtain a health services review authorization. The ordering provider is responsible.
- Access AIM *ProviderPortal*_{SM} directly at <https://providerportal.com>. Online access is available 24 hours a day, 7 days a week to process orders in real time. It is the fastest and most convenient way to request authorization. You can also check the status of your request.
- Access AIM via the Availity Portal at <https://www.availity.com>.
- Call the AIM Contact Center toll-free number at 1-800-714-0040, Monday-Friday, 8:30 a.m.-7 p.m. ET.
- Note — Fax requests will no longer be accepted for this service reviewed by AIM.
- Verify that the necessary prior authorization was obtained in advance of rendering this service.

Where can I find additional information?

To find additional information, order-entry checklists, a step-by-step tutorial, clinical guidelines and FAQ go to <http://aimspecialtyhealth.com/solutions/clinical-specialties/genetic-testing.php> or call 1-800-252-2021.

What if I need assistance?

If you have questions about this communication, received it in error or need assistance with any other item, call Provider Services at 1-800-454-3730.