

# Utilization Management Program Communication



Massachusetts

Date: August 31, 2022

To: All WellSense Health Plan Providers

From: WellSense Health Plan

Subject: **Policy and Prior Authorization Program Changes**

Product:  MassHealth  Qualified Health Plans  Senior Care Options

## Radiology, Genetic Testing, Musculoskeletal and Rehabilitation Benefit Manager Updates

WellSense Health Plan is pleased to announce that WellSense will transition the review of radiology, genetic testing and musculoskeletal services for WellSense members from eviCore Healthcare, Inc., to AIM Specialty Health (AIM) effective November 1, 2022. Rehabilitation services will also transition to AIM on December 1, 2022. AIM works with leading insurers to improve health care quality and manage costs for today's most complex and prevalent tests and treatments.

This new relationship with AIM will enable WellSense to deliver safe, appropriate care with greater cost effectiveness and invest anticipated savings into member care. Our partnership with AIM will also continue to ensure that care aligns with established evidence-based medicine that follows clinical hierarchies for medical necessity determination. When existing guidance does not provide sufficient clinical detail, AIM will rely on their expertise in determining medical necessity using an objective, evidence-based process.

WellSense recognizes that any changes can be inconvenient to the providers we partner with in caring for our members, and we deeply appreciate your understanding and continued dedication to those we serve together.

### Pre-service Review Requirements

#### Resources for your practice

AIM Specialty Health provider websites help providers learn more about the program and access helpful information and tools, such as:

- Order entry checklists
- Clinical guidelines
- FAQs

Go to:

- Radiology provider website: <http://www.aimproviders.com/radiology>
- Genetic testing provider website: <http://www.aimproviders.com/geneticstesting>
- Musculoskeletal provider website: <https://aimproviders.com/musculoskeletal>
- Rehabilitation provider website: [www.aimproviders.com/rehabilitation](http://www.aimproviders.com/rehabilitation)

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Beginning October 17th, providers will be able to contact AIM for prior authorization of services that take place on or after November 1, 2022. Providers are strongly encouraged to verify that a prior authorization has been obtained before scheduling and performing any service.

Providers can obtain pre-service review for the non-emergency services listed below utilizing the AIM **Provider**Portal or via the AIM call center at 1-833-342-1257.

### **Radiology Services**

- Nuclear cardiology imaging, including myocardial perfusion imaging, cardiac blood pool imaging, infarct imaging and positron emission tomography (PET) myocardial imaging
- Computed tomography (CT), including CT angiography, derived fractional flow reserve, structural CT and quantitative evaluation of coronary calcification
- Magnetic resonance imaging (MRI)
- Magnetic resonance angiography (MRA)
- Magnetic resonance spectroscopy (MRS)
- Functional MRI (fMRI)

### **Genetic Testing**

- Reproductive carrier screening
- Prenatal testing
- Preimplantation genetic testing (PGT)
- 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

### **Musculoskeletal and Pain Management Procedures**

- Spine surgery
- Bone grafts
- Bone growth stimulators
- Cervical/lumbar spinal fusions
- Cervical/lumbar spinal laminectomies
- Cervical/lumbar spinal discectomies
- Cervical/lumbar spinal disc arthroplasties (replacements)
- Spinal deformity (scoliosis/kyphosis)

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- Spinal vertebroplasty/kyphoplasty

### Joint Surgery

- Knee arthroplasty
- Hip arthroplasty
- Shoulder arthroplasty
- Hip arthroscopy
- Knee arthroscopy
- Shoulder arthroscopy
- Meniscal allograft transplantation of the knee
- Treatment of osteochondral defects

### Interventional Pain Management

- Epidural injections (interlaminar/caudal and transformational)
- Facet joint injections/medial branch blocks
- Facet joint radiofrequency nerve ablation
- Implanted spinal cord stimulators
- Regional sympathetic blocks
- Sacroiliac joint injections

### Rehabilitation Services

- Physical therapy
- Occupational therapy
- Speech therapy

### Members Included in the New Program

All members are included.

### How to Submit a Request for Review

Starting October 17, 2022, providers can begin submitting requests for review or verify order numbers using one of the following methods.

#### Online

The AIM ProviderPortal is available 24/7, is fully interactive, and processes requests in real-time using clinical criteria. To register, go to <https://aimspecialtyhealth.com/providerportal/>. Registration opens October 17, 2022.

#### By Phone

Call AIM Specialty Health toll-free at 833-342-1257, Monday through Friday between 9 a.m. – 6 p.m. EST.

### Upcoming Webinars

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Prior to the AIM Call Center and **ProviderPortal** going live on October 17, 2022, there will be helpful webinar sessions and Q&A-only sessions for providers and office staff to learn more about each program and how to use the AIM **ProviderPortal**. We strongly encourage you and your practice to participate, even if you are already familiar with AIM and the **ProviderPortal** through other health plans or specialty programs.

In addition to Q&A with our solution operations leaders, live webinar sessions will cover topics such as:

- How the program and preauthorization request process work
- Which members and services will require preauthorization
- Demonstration of the AIM ProviderPortal and how to enter order requests
- Additional resources

Please register to attend at least one training opportunity. Your facilities attendance at an AIM training opportunity is highly encouraged. AIM solution-specific training content will be made available to you upon completion of registration and prior to attending a webinar session. Reviewing the material ahead of the training will allow your facility to bring relevant questions to be addressed during the training.

In the weeks leading up to the program go-live, a recording of each solution training will be made available on the AIM **ProviderPortal** for all registered **ProviderPortal** users.

SOLUTION	TYPE OF TRAINING	DATE	MEETING INFORMATION
Rehabilitation Full Provider Training	Webinar Training	September 20, 2022 12pm EST	<a href="#">AIM Rehabilitation (Rehab) Webinar Training for WellSense Health Plan Providers-September 20, 2022</a>
Musculoskeletal Full Provider Training	Webinar Training	September 21, 2022 12pm EST	<a href="#">AIM Musculoskeletal Webinar Training for WellSense Health Plan Providers - September 21, 2022</a>
Genetic Testing Full Provider Training	Webinar Training	September 27, 2022 12pm EST	<a href="#">AIM Genetic Testing Webinar Training for WellSense Health Plan Providers- September 27, 2022</a>
Radiology Services Full Provider Training	Webinar Training	September 28, 2022 12pm EST	<a href="#">AIM Radiology Webinar Training for WellSense Health Plan Providers-September 28, 2022</a>
Rehabilitation Full Provider Training	Webinar Training	October 4, 2022 12pm EST	<a href="#">AIM Rehabilitation (Rehab) Webinar Training for WellSense Health Plan Providers-October 4, 2022</a>
Musculoskeletal Full Provider Training	Webinar Training	October 5, 2022 12pm EST	<a href="#">AIM Musculoskeletal Webinar Training for WellSense Health Plan Providers - October, 5 2022</a>
Genetic Testing Full Provider Training	Webinar Training	Oct 12, 2022 12pm EST	<a href="#">AIM Genetic Testing Webinar Training for WellSense Health Plan Providers- October 12, 2022</a>

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Radiology Services Full Provider Training	Webinar Training	October 13 <sup>th</sup> 2022 12pm EST	<a href="#">AIM Radiology Webinar Training for WellSense Health Plan Providers-October 13, 2022</a>
Musculoskeletal & Rehabilitation Combined Provider Training	Q&A Session	October 11, 2022 12pm EST	<a href="#">AIM Musculoskeletal (MSK) and Rehabilitation (Rehab) Webinar Q&amp;A for WellSense Health Plan Providers-October 11, 2022</a>
Radiology Services & Genetic Testing Combined Provider Training	Q&A Session	October 18 <sup>th</sup> 2022 12pm EST	<a href="#">AIM Radiology and Genetic Testing Webinar Q&amp;A for WellSense Health Plan Providers-October 18, 2022</a>
Musculoskeletal & Rehabilitation Combined Provider Training	Q&A Session	October 25 <sup>th</sup> 2022 12pm EST	<a href="#">AIM Musculoskeletal (MSK) and Rehabilitation (Rehab) Webinar Q&amp;A for WellSense Health Plan Providers-October 25, 2022</a>
Musculoskeletal & Rehabilitation Combined Provider Training	Q&A Session	November 8 <sup>th</sup> , 2022 12pm EST	<a href="#">AIM Musculoskeletal (MSK) and Rehabilitation (Rehab) Webinar Q&amp;A for WellSense Health Plan Providers-November 8, 2022</a>
Radiology Services & Genetic Testing Combined Provider Training	Q&A Session	November 9 <sup>th</sup> 2022 12pm Est	<a href="#">AIM Radiology and Genetic Testing Webinar Q&amp;A for WellSense Health Plan Providers-November 9, 2022</a>

## Adding a New Health Plan to Your Existing AIM *ProviderPortal* Account

If you currently have an AIM direct registration *ProviderPortal* login account with another health plan, there is a quick and easy way for your facility to add WellSense to your AIM user account after October 17, 2022. This will enable your facility to enter requests as you typically do on *ProviderPortal* for WellSense members.

From the AIM *ProviderPortal* home page:

- Select "Provider Management" on the home page.
- Select "Add Provider Identifier."
- Select the appropriate provider identifier from the drop-down list (e.g., TIN, NPI, etc.) and input the identifier value for your facility.
- Confirm the Health Plans your facility is associated with by placing a check box by the Health Plan name.
- Click "Save."

Note: If you currently access the AIM *ProviderPortal* by logging into another health plan's website (using single sign on), you will need to create a separate direct registration *ProviderPortal* login account and will not be able to link your user accounts together.

## For More Information

### Online

To learn more about AIM, please visit [www.aimspecialtyhealth.com](http://www.aimspecialtyhealth.com).

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## **By Phone**

Contact your WellSense Provider Services Department at 857-221-5699.

WellSense values your participation in our network, as well as the services you provide. We look forward to working with you to help improve the health of our members.