Q: What's changing?
A: Effective for dates of service on or after May 1, 2019, Blue Cross Blue Shield of Michigan is expanding the prior authorization programs managed by AIM Specialty Health® by adding:

- For Medicare Plus Blue PPO:
  - The cardiac procedures that will require authorization include:
    - Diagnostic coronary catheterization: *93454 through *93461
  - The in-lab sleep testing procedures that will require authorization include:
- For Blue Cross PPO Commercial and Medicare Plus Blue PPO:
  - High-tech radiology for breast MRI prior authorizations include:

Q: Are there any additional requirements for sleep study services?
A: Yes. Sleep study services need to be performed at a laboratory or center accredited by the American Academy of Sleep Medicine or the Joint Commission. Also, all TRUST providers performing sleep study services must be certified in sleep medicine by a board recognized by Blue Cross.

Q: Are authorizations required for UAW Retiree Medical Benefits Trust members with Medicare Plus Blue PPO coverage?
A: Yes

Q: Who is AIM Specialty Health?
A: AIM Specialty Health is an independent specialty benefits management company that manages select authorizations for Blue Cross PPO (commercial), Medicare Plus Blue PPO, Blue Care Network HMO (commercial) and BCN Advantage.

More information about current Blue Cross services managed by AIM can be found on the Procedures Managed by AIM for Blue Cross web page at ereferrals.bcbsm.com. Information is also available in our provider manuals or by viewing the Summary of utilization management programs for Michigan providers document. Note that many of these documents will not reflect the new change until it occurs.

Information about AIM Specialty Health authorization requirements for Blue Care Network HMOSM and BCN AdvantageSM is available on the Procedures Managed by AIM for BCN web page at ereferrals.bcbsm.com.

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Frequently asked questions about the May 2019 expansion of AIM authorization requirements

For Blue Cross PPO (commercial) and Medicare Plus Blue PPO

Q: Can the same AIM phone number be used for all Blue Cross and BCN patients?
A: No. AIM has assigned these distinct phone numbers:

- Blue Cross AIM phone number: 1-800-728-8008 – Use for Blue Cross PPO (commercial) and Blue Cross Medicare Plus Blue PPO.
- Blue Care Network AIM phone number: 1-844-377-1278 – Use for BCN HMO and BCN Advantage.

For faster service, use the appropriate phone number for the patient’s health care coverage.

Q: Who handles technical issues with the AIM provider portal?
A: Contact the AIM support team at 1-800-252-2021.

Q: Can I check the status of an AIM authorization request in the e-referral system?
A: Yes, you can see the status of the request in the e-referral system within a day or two after submission. However, it’ll appear in the AIM provider portal first.

Q: Can I submit retrospective authorization requests for Medicare Plus Blue PPO and Blue Cross PPO (commercial) members? If so, for how far back?
A: Yes, you can submit retrospective authorization requests for up to 90 days after the date of service.

Q: Who handles the appeals when an authorization request is denied?
A: Here’s how appeals are handled:

- For Medicare Plus Blue PPO, appeals are handled by Blue Cross. The Medicare Plus Blue PPO Provider Manual instructs providers to send their appeal reasoning and supporting documentation to Blue Cross by fax or mail.
  - Fax: 1-877-348-2251
  - Mail: Blue Cross Blue Shield of Michigan
          MA Grievance and Appeals
          PO Box 2627
          Detroit, MI 48231-2617

- For Blue Cross PPO commercial, appeals are handled by AIM.
  - Phone: 1-800-728-8008

We recommend you follow the directions included in the denial letter. To reduce denials, AIM will schedule a peer-to-peer discussion before they decide on any authorization in question.

April 2019

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