AIM Specialty Health® (AIM) Quick Reference Guide – Nevada

AIM Specialty Health Programs (for Ordering and Servicing Providers)

AIM administers programs on behalf of Anthem Blue Cross and Blue Shield (Anthem) which comprises two components:

1. **Online pre-authorization requests**
   (Ordering and Servicing providers)

2. **OptiNet Registration**
   (Servicing Providers)

Both components are accessed online through the Availity Web Portal at [www.availity.com](http://www.availity.com)

Online Pre-authorization Requests

Your office can save time, save money, and eliminate hassles by requesting and obtaining pre-authorizations online for radiology, cardiology, sleep, oncology, and specialty drugs. Information is available for both ordering and servicing providers. Ordering providers can request and obtain a pre-authorization online. Servicing providers can inquire about an authorization, as well as obtain pre-authorization, prior to rendering services to a member.

### To Submit a Pre-authorization Request

**If you have an Availity User ID and Password, use the following steps:**

- Log in to the [Availity Web Portal](http://www.availity.com) at [www.availity.com](http://www.availity.com)
- Enter your Availity User ID and Password
- Click the **Auths & Referrals** link, from the left side navigation menu
- Then select **AIM Specialty Health**
- Click **Continue** to accept the Anthem Blue Cross and Blue Shield Internet Hyperlink Disclaimer
- Once logged into AIM, from the **My Homepage** screen, click **Start Your Order Request Here**
- Complete requested information. If submitted information meets criteria, an authorization number will be issued.

### To Confirm a Pre-authorization Request (Inquiry):

**If you have an Availity User ID and Password, use the following steps:**

- Log in to the [Availity Web Portal](http://www.availity.com) at [www.availity.com](http://www.availity.com)
- Enter your Availity User ID and Password
- Click the **Auths & Referrals** link, from the left side navigation menu
- Then select **AIM Specialty Health**
- Click **Continue** to accept the Anthem Blue Cross and Blue Shield Internet Hyperlink Disclaimer
- Once logged into AIM, from the **My Homepage** screen, click **Check Order Status**
- Complete requested information. If a pre-authorization request was submitted and approved; an Order Summary will be issued which can be placed in the member’s chart.

Anthem Services Registration

AIM is available to providers via the Availity Web Portal. (Users must also have a ProviderAccess User ID). Your organization’s Primary Access Administrator (PAA) is responsible for registering new Users and granting access to functionalities in Availity.

Following are step-by-step instructions that are required to gain access to AIM through a single-sign-on via the Availity Web Portal.

### Adding a new User to ProviderAccess

The Account Administrator for ProviderAccess should follow the steps below to grant access to new Users:

1. Log in to [ProviderAccess](https://provider2.anthem.com/wps/myportal/ebpmybcbsnv) (or go directly to url: [https://provider2.anthem.com/wps/myportal/ebpmybcbsnv](https://provider2.anthem.com/wps/myportal/ebpmybcbsnv))
2. Select the **Account Admin** tab
3. Select **Create User** and complete the required fields to obtain a new ProviderAccess User ID (aka “Health Plan User ID”)
Anthem Services Registration – Linking the ProviderAccess User ID and the Availity User ID

Once a User is granted access to ProviderAccess, the PAA must register the ProviderAccess User ID (aka “Health Plan User ID”) by completing the following steps on Availity:

1. Log in to the Availity Web Portal at www.availity.com
2. Enter your Availity User ID and Password
3. Select My Account, from the left side navigation menu
4. Select Anthem Services Registration
5. Select Non Registered Users
6. Enter the ProviderAccess User ID into the Health Plan User ID field
7. Click Register

Please note, Users must log out of Availity and log back in for new functions to take effect.

OptiNet Registration (For Servicing Providers)

The OptiNet Registration is an important tool that assists ordering providers in real-time decision support information to enable ordering providers to choose a high quality, low cost imaging providers for their patients. Servicing providers need to complete the OptiNet Registration online.

Note: A ProviderAccess User ID and Password is required to access the OptiNet Registration via Availity. If you are not registered, follow the steps outlined under the Anthem Services Registration section on the previous page.

To access the OptiNet Registration:

• Log in to the Availity Web Portal at www.availity.com
• Enter your Availity User ID and Password
• Click the Auths & Referrals link, from the left side navigation menu
• Then select AIM Specialty Health
• Click Continue to accept the Anthem Blue Cross and Blue Shield Internet Hyperlink Disclaimer
• Once logged into AIM, from the My Homepage screen, click Access Your OptiNet Registration
• Then select the Registration Type (Diagnostic Imaging vs Sleep Management), and finally click the “Access Your OptiNet Registration” button to log into OptiNet.
• Complete requested information.

The registration does not need to be completed in one sitting. Data can be saved as you proceed through the registration. Once the registration has been submitted, a score card will be produced. The score for the facility will be presented to the ordering provider when the particular facility is selected as a place of service which drives Ordering Provider Decision Support.

Additional Resources:

Patient Radiation Safety Program and Additional Educational Tools:
To access podcasts and additional information about American Imaging’s Radiology Programs, such as the Patient Radiation Safety Program, please access: http://www.aimspecialtyhealth.com/solutions/patient-safety/safety

Helpful Contact Information:
• For technical questions, contact AIM Web Customer Service 800-252-2021
• For any other questions, contact your local Provider Relations Representative