AIM ProviderPortal Troubleshooting

On January 1, 2022, Bright HealthCare[™] transitioned the review of diagnostic/advanced imaging, genetic testing, and radiation oncology solutions for Bright HealthCare members to AIM Specialty Health[®] (AIM). As a reminder, this change applies to all Bright HealthCare members in your area, except Medicare Advantage members.

We're so pleased you're a part of our Bright HealthCare network, and we wanted to send two important tips to help make navigating the AIM portal easier for you.

Tip #1: Use the Authorization Navigator to confirm if a select procedure or billing code should be submitted to AIM.

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Utilization Management	
Ullisation Management is the evaluation of the medical necessity, appropriateness, and efficient services, proceedures, and facilities. It includes a variety of strangelise designed to ensure patients services by the right provider, at the right time, at the right level of care.	cy of use of health care receive the right
Need to submit an authorization? Use the <u>Authorization Nivigator</u> . The Authorization Navigator is an online tool to help you deter is needed and where those to submit the authorization depending on your location or speciality.	mine if an authorization
Below, you'll find an overview of Utilization Management programs for 2021 and 2022. How to know if your member is IFP, SQ, or MA 🕏	

For reference, here's what the Authorization Navigator looks like:

Find the Authorization Navigator at <u>BrightHealthCare.com/provider/utilization-management</u>.

Click the <u>Authorization Navigator</u> link under "Need to submit an authorization?"

You can also review AIM resources on the Utilization Management page. Select the member's state and then choose 2022 AIM Resources or 2022 AIM codes based on specialty.

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Bright HealthCare Authorization Navigator	
Authorization Navigator	
Find out if authorizations are required and where requests should be submit	ted.
First, which state is associated with the member's plan? Oklahoma	Additional Resources
Submission location depends on the type of request Continue to see where to submit for specific codes	View Full Code List Utilization Management
Check if authorization is required and see where to submit the reque	Network Status Lookup
What is the type of service? O Inpatient O Outpatient	Requests that always require authorization
Is the request associated with a clinical trial or transplant? No O Yes	Associated with a clinical trial
Is any provider or facility out-of-network at Bright Health? If unsure, look up network status here .	Related to a transplant
O TO O TES	 Any provider is out- of-network
	Any facility is out-of-

Tip #2: If you receive an error that your order cannot be processed (see below), you'll need to add Bright HealthCare to your AIM provider ID.

	Reprovider Portal.	
Solution Name:		
Diagnostic Imaging	Scheduled Date of Service: 1/21/2022	
An Order request cann this member at this time telephone number o member's	to the processed for e. Please contact the in the back of the ID card.	
	Solution Name: Disgnostic imaging An Order request can this member at this time telephone number or member's	



Follow these steps to add Bright HealthCare to your AIM provider ID:

1. Log in to AIM's ProviderPortal. Click **Provider Management** on the homepage.

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Start Your Order Request Here	Service Date * MM//DD/YYYY B	Messag
Check Order Status	Member Details: First Name *	Notificatio
View Order History	Last Name *	between 1 OST for re maintenan The Provid
Check Member's Eligibility	Date of Birth * MM/DD/YYYY Hide Search Tips ^	January 8t 12:00 AM 0 maintenan Please kno
Access Your Optinet Registration	For all Radiology requests use Date of Service. For Genetic Testing use the testing date. For all other requests, use Service Date. In the members in number entry, do not include the dependent code.	delivery of letters sent physicians our Provide center. Our
	 For Heards Encourse (FxP) Immerses, places include the leading 'R' in the serich. If there is an addinsk as part of the Member ID. So of Heart & Before sections). Member not found 'T y entering only one character of the patient's first name and two characters of the list name. If you are till howing issues, it yreaving the prefix from the member's di number (first three characters of the member's ID number) and secrit again. 	disposition via our Pro and downik determinat

2. A list of health plans associated with the user account will display. To add Bright HealthCare to your account, click **Add Provider Identifier**.

Alm	Reprovider Portal.				Home Log Ou
Provid	er Management				
The followir use the "Ad Filter Provi	ig provider identifiers/health plans ha d Provider Identifier* button. ders b	ve been associated with your acco	ount. To add additional provider iden	tifiers/health plan Add i	trovider Identifier
Provid	ars Attached to Account			ALSOCIOTERTAGE	Total Records: 673
	DER IDENTIFIER	TYPE -	HEALTH PLAN 👻		ACTION
PROVI					
PROVI		TIN			Delete

Note: The Add Provider Identifier option is only available when logging into the AIM ProviderPortal directly. This feature is not available when Single Sign On (SSO) is used. Providers who use SSO to log into the AIM ProviderPortal will need to contact AIM's Web Customer Service team at **(800) 252-2021.**

3. Click the drop-down list under **Provider Identifier** and select an identifier, then type that identifier into the box to the right. Any health plans associated with that identifier will display. Check to make sure Bright HealthCare is found and selected. If Bright is not found, select another identifier.

Scroll to the bottom and click **Save**. You should receive a message that providers have been added to your account.

Click Home to go back to the homepage to enter a request.

R ProviderPortal.	Home Log Out
Provider Management	
Health Plan Utilization Review Program	
Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. not displayed please contact Web Customer Service at 1-800-252-2021 🕲	If your Health Plan is
PROVIDER IDENTIFIER Tax (D (11)) (562070034 (562070034 (562070034) (562070034	
Confirm the Health Plans your Facility is associated with. If a Health Plan is not displayed, enter another type of Provider Identifier.	
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Bright HealthCare	
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If you're still unable to connect Bright HealthCare to a provider ID in the AIM ProviderPortal, are experiencing other issues, or have questions about AIM's ProviderPortal, please call AIM's Web Customer Service team at **(800) 252-2021.**