

## AUTHORIZATIONS CHANGE COMING JANUARY 1, 2022!

**Bright HealthCare™ will transition the review of diagnostic/advanced imaging, genetic testing, and radiation oncology solutions for Bright HealthCare members to AIM Specialty Health® (AIM) starting January 1, 2022.** This change applies to all Bright HealthCare members in your area, *except Medicare Advantage members.*

### What's the new process?

Starting December 20, 2021, please submit review or verification requests online or by phone. NOTE: Fax forms will not be accepted.

- **Online**

Register and submit requests through the AIM ProviderPortal<sup>SM</sup> at [aimspecialtyhealth.com/providerportal/](https://aimspecialtyhealth.com/providerportal/). The portal is available 24 hours a day (except Sundays from 12–6pm CT) and processes requests in real time using clinical criteria.

- **Phone**

Call AIM Specialty Health toll-free at (833) 305-1802, Monday-Friday 7am–7pm CT, excluding holidays.

Please obtain a prior authorization **before** scheduling and performing any service.

Select non-emergency services require you to contact AIM for a pre-service review. To find an updated list of select non-emergency services:

1. Go to [brighthouse.com/provider/utilization-management](https://brighthouse.com/provider/utilization-management).
2. Below IFP Prior Authorization Resources or Small Group Prior Authorization Resources, click on “2022 AIM Resources – Radiology, Radiation Oncology, Genetic Testing.”
3. That document contains the lists of non-emergency services for each specialty.

### Who is AIM?

AIM works with leading insurers to improve healthcare quality and manage costs for today's most complex and prevalent tests and treatments, helping to promote care that is appropriate, safe, and affordable. To learn more about AIM, please visit [aimspecialtyhealth.com](https://aimspecialtyhealth.com).

### How does AIM determine medical necessity?

AIM will follow the clinical hierarchy established by Bright HealthCare to determine medical necessity for a requested test or treatment. If existing guidance does not provide sufficient clinical detail, AIM follows an objective, evidence-based process to make medical necessity determinations.

### Handy resources for your practice

Use these sites for order entry checklists, clinical guidelines, and FAQs:

- Diagnostic/advanced imaging: [aimproviders.com/radiology](https://aimproviders.com/radiology)
- Genetic testing: [aimproviders.com/genetic-testing](https://aimproviders.com/genetic-testing)
- Radiation oncology: [aimproviders.com/radoncology](https://aimproviders.com/radoncology)

We are so pleased to have you in our Bright HealthCare network. We look forward to working with you to help improve the health of our members and continue making healthcare right. Together.