

UTILIZATION MANAGEMENT IN 2022

Be aware of changes coming in 2022 to the Bright HealthCare™ Utilization Management and authorization process.

Quick Reference – Summary of Changes

More details about these changes can be found below.

Individual and Family Plan (IFP) / Small Group (SG) members

	Bright HealthCare	AIM Specialty Health
What's new in 2022?	Bright HealthCare will review requests for medical, surgical, mental health, and substance use disorder , <i>excluding the AIM Specialty Health services</i> . <ul style="list-style-type: none"> Redesigned authorization online portal with improved features for providers New fax number: (888) 319-6479 New fax forms 	AIM Specialty Health® (AIM) will review requests for diagnostic/advanced imaging, genetic testing, and radiation oncology services . <ul style="list-style-type: none"> AIM authorization online portal AIM phone number: (833) 305-1802
What do you need to do differently?	Starting 12/16/2021, access the new portal through Availity.com. Starting 12/27/2021, use new fax forms and fax number.	Starting 12/20/2021, contact AIM for authorization of certain services in 2022 via the online portal or by phone. Note: Fax forms will not be accepted for AIM reviews.
Key contact information	Find fax forms at Availity.com or brighthealthcare.com/provider/utilization-management <ul style="list-style-type: none"> Fax number: (888) 319-6479 	AIM ProviderPortal SM : aimspecialtyhealth.com/providerportal <ul style="list-style-type: none"> AIM Provider Services phone number: (833) 305-1802

Medicare Advantage (MA) members

	Bright HealthCare	American Specialty Health
What's new in 2022?	A new Bright HealthCare team will review for medical, surgical, mental health, and substance use disorder , <i>excluding the ASH services</i> . <ul style="list-style-type: none"> New fax number: 1-888-337-2174 New fax forms New phone number: (844) 926-4522 	American Specialty Health (ASH) will review authorization requests for acupuncture and chiropractic services . <ul style="list-style-type: none"> ASH authorization online portal New fax forms ASH phone number: (800) 972-4226
What do you need to do differently?	Starting 1/1/2022, begin using the new fax and phone number for MA members.	Starting 1/1/2022, contact ASH for authorization of certain services via online portal or by fax.
Key contact information	Find fax forms at Availity.com or brighthealthcare.com/provider/utilization-management <ul style="list-style-type: none"> Provider Services phone number: (844) 926-4522 Fax number: (888) 337-2174 	Find fax forms on ASHLink.com <ul style="list-style-type: none"> Provider services phone number: (800) 972-4226 Fax number: (877) 304-2746

Utilization Management changes for 2022 Individual and Family Plans and Small Group Plans

Updated authorization portal

In late December 2021, you'll be able to access a redesigned portal where electronic submissions simplify the authorization process for medical, surgical, mental health, and substance use disorder services (excludes diagnostic/advanced imaging, genetic testing, and radiation oncology services).

What this means for you:

- Submit and keep track of authorizations in one place.
- Respond to requests for additional clinical information without the hassle of a physical paper trail.
- Reduce reliance on faxing, which is slower and less efficient. NOTE: Authorizations submitted via fax will be visible on the new portal.

Features you'll enjoy:

- Dashboard displaying the status of previously submitted authorizations
- Advanced filters to sort authorizations and check status easily
- Ability to view and respond to notifications about authorizations that require additional action
- Ability to check if authorization request is needed
- Quick and easy uploads of supporting clinical documentation
- Progress bar to guide you through the authorization request process

Changes beginning 12/27/2021:

NEW fax number	(888) 319-6479
NEW fax forms	You'll find the new fax templates on Availity.com and the Bright HealthCare website at brighthealthcare.com/provider/utilization-management . Please select the forms specific to your state.
What you need to do differently	Utilize the new fax number and fax forms. For electronic submissions, you do not need to do anything differently. You'll access electronic authorizations through Availity.com as you usually do.

What you'll see

The left screenshot shows the 'Authorizations' dashboard. It includes a search bar for Member ID or Member Name and Date of Birth. Below is an 'Advanced Filters' section with dropdowns for Date Range, Authorization Number, and Status. A table lists authorization requests with columns for AUTHORIZATION NUMBER, NAME/MEMBER ID, DATE OF BIRTH, SUBMIT DATE, LAST UPDATE, and STATUS. The right screenshot shows the 'Authorization Request' form. It includes a progress bar with steps: 1. Requesting Information, 2. Servicing Information, 3. Authorization Request, 4. Clinical Documentation, 5. Review/Submit. The form fields include Member Info (Norval Strain), Address (24 Clement Place, Duxteron, Maryland 13740), Requesting Provider (Joy Batford), and Servicing Facility (Shriners Hospitals for Children).

Changes to authorization process for diagnostic/advanced imaging, genetic testing, and radiation oncology

Starting January 1, 2022, **Bright HealthCare will transition review of diagnostic/advanced imaging, genetic testing, and radiation oncology services for members to AIM Specialty Health.** 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 ProviderPortalSM at 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.
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.

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
- Genetic testing: aimproviders.com/genetic-testing
- Radiation oncology: aimproviders.com/radoncology

Utilization Management changes for 2022

Medicare Advantage Plans

Beginning 1/1/2022, a new team will conduct Utilization Management review for Medicare Advantage members for medical, surgical, mental health, and substance use disorder services. Acupuncture and chiropractic services will be reviewed by American Specialty Health (ASH).

In the new year, providers can start submitting authorizations via phone and fax at the numbers listed below.

- **Fax**

Fax authorization request forms to (888) 337-2174.

You can access fax forms at brighthealthcare.com/provider/utilization-management.

- **Phone**

Call Medicare Advantage Provider Services at (844) 926-4522.

If you have any questions about these changes, please contact Provider Services for Medicare Advantage members at (844) 926-4522.

Acupuncture and chiropractic services

Starting January 1, 2022, Bright HealthCare will transition review of acupuncture and chiropractic services to American Specialty Health (ASH). This change applies to all Bright HealthCare members in your area, except Individual & Family Plan and Small Group members.

Starting January 1, 2022, please submit authorization requests to ASH online or by fax.

- **Online**

ASH's secure practitioner portal, ASHLink (www.ashlink.com) allows you to conveniently verify member eligibility/benefits, submit requests, and access the most current ASH materials. To activate your ASHLink account, please contact ASH's Customer Services department at (800) 972-4226.

- **Fax**

Fax authorization request forms to (877) 304-2746.

Find fax forms on ASHLink.com.

- **Phone**

Call ASH toll-free at (800) 972-4226, Monday–Friday, 5am–6pm.

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.