

# 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
<b>What's new in 2022?</b>	Bright HealthCare will review requests for <b>medical, surgical, mental health, and substance use disorder</b> , <i>excluding the AIM Specialty Health services</i> . <ul style="list-style-type: none"> <li>Redesigned authorization online portal with improved features for providers</li> <li>New fax number: (888) 319-6479</li> <li>New fax forms</li> </ul>	AIM Specialty Health® (AIM) will review requests for <b>diagnostic/advanced imaging, genetic testing, and radiation oncology services</b> . <ul style="list-style-type: none"> <li>AIM authorization online portal</li> <li>AIM phone number: (833) 305-1802</li> </ul>
<b>What do you need to do differently?</b>	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.
<b>Key contact information</b>	Find fax forms at Availity.com or brighthealthcare.com/provider/utilization-management <ul style="list-style-type: none"> <li>Fax number: (888) 319-6479</li> </ul>	AIM ProviderPortal <sup>SM</sup> : aimspecialtyhealth.com/providerportal <ul style="list-style-type: none"> <li>AIM Provider Services phone number: (833) 305-1802</li> </ul>

### Medicare Advantage (MA) members

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

# 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:

<b>NEW fax number</b>	(888) 319-6479
<b>NEW fax forms</b>	You'll find the new fax templates on Availity.com and the Bright HealthCare website at <a href="http://brighthealthcare.com/provider/utilization-management">brighthealthcare.com/provider/utilization-management</a> . Please select the forms specific to your state.
<b>What you need to do differently</b>	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 the search bar are 'Advanced Filters' 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.

AUTHORIZATION NUMBER	NAME/MEMBER ID	DATE OF BIRTH	SUBMIT DATE	LAST UPDATE	STATUS
20210806004	Nonal Strosin ID: 8434787	06/27/2010	08/06/2021 2:30pm	08/06/2021 2:30pm	Pending
20210806002	Nonal Strosin ID: 8434787	06/27/2010	08/06/2021 10:44am	08/06/2021 10:44am	Pending
20210805020	Bruce Wayne ID: 05126149	05/25/1974	08/05/2021 2:11pm	08/05/2021 2:11pm	Pending
202108050019	Nonal Strosin ID: 8434787	06/27/2010	08/05/2021 2:09pm	08/05/2021 2:09pm	Pending
202108050018	Bruce Wayne ID: 05126149	05/25/1974	08/05/2021 2:07pm	08/05/2021 2:07pm	Pending

The right screenshot shows the 'Authorization Request' form. It includes a progress bar at the top with steps: 1. Requesting Information, 2. Servicing Information, 3. Authorization Request, 4. Clinical Documentation, 5. Review/Submit. The form fields include Member Info (Nonal Strosin, Member ID: 8434787, Date of Birth: 06/27/2010, Gender: Male), Address (24 Clemens Flats, District, Maryland 13740), Requesting Provider (Joy Stafford, NPI: 5304679, Tax ID: 65250943, In-Network), Servicing Provider (Joy Stafford, NPI: 5304679, Tax ID: 65250943, In-Network), Servicing Facility (Shriners Hospitals for Children, NPI: 595630858, Tax ID: 721989720, In-Network), Procedure/Billing Code (00164-ANESTH BIOPSY OF NOSE), and Auth Required (No).

## 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 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)

# 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, chiropractic, and therapeutic massage services will be reviewed by American Specialty Health.

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](https://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, chiropractic, therapeutic massage services

Starting January 1, 2022, **Bright HealthCare will transition review of acupuncture, chiropractic, and therapeutic massage services for members 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](http://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](http://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.