

October 2018

## Transition of musculoskeletal programs

Effective January 1, 2019, Anthem Blue Cross and Blue Shield (Anthem) will be working with AIM Specialty Health® (AIM) — transitioning its musculoskeletal programs from OrthoNet, LLC. AIM is a specialty health benefits company that works with leading insurers to improve health care quality and manage costs for today's most complex and prevalent tests and treatments, helping to promote care that is appropriate, safe and affordable. Anthem has an existing relationship with AIM in the administration of other programs, and is excited to expand this relationship.

### Pre-service review requirements

For services performed on or after January 1, 2019, providers will be able to contact AIM beginning December 17, 2018. Providers are strongly encouraged to verify that a prior authorization is obtained before scheduling and performing services. Providers **must** contact AIM to obtain prior authorization for the services detailed on the next page.

This transition enables Anthem to expand and optimize these programs, further ensuring that care aligns with established evidence-based medicine. Where the existing guidance provides insufficient clinical detail, AIM will make a determination of medical necessity using an objective evidence-based process. Detailed prior authorization requirements are available to contracted providers by accessing the provider self-service tool at <https://www.availability.com>. Contracted and noncontracted providers may call our Provider Services at the phone number on the back of the member's ID card for prior authorization requirements or additional questions as needed. The clinical guidelines adopted by Anthem to review for medical necessity are also located at <http://aimspecialtyhealth.com/CG-Musculoskeletal.html>.

The musculoskeletal program includes a member engagement initiative designed to educate your patients about the surgeries and treatments your practice recommends for them. Our member engagement initiative supports your efforts to reinforce important information about the surgeries and treatments recommended. This initiative is designed to reduce anxiety, drive adherence to care plans, motivate preventive action and improve appropriate use of care for our members. Members are contacted by email or telephone and provided a link to review educational multimedia programs. As your patients view these multimedia programs, they will have an opportunity to note and submit any questions and concerns. Member input is sent to your practice, giving you an opportunity to follow up and provide any additional education and information.

### For the musculoskeletal program

This program will conduct prior authorization medical necessity reviews of spine surgeries, joint surgeries and interventional pain management procedures. These services will be reviewed against AIM clinical guidelines. The clinical guidelines that have been adopted by Anthem to review for medical necessity are located here: [www.aimspecialtyhealth.com/CG-Musculoskeletal.html](http://www.aimspecialtyhealth.com/CG-Musculoskeletal.html). Where existing guidance provides insufficient clinical detail, AIM will make a determination of medical necessity using an objective, evidence-based process.

<https://mediproviders.anthem.com/wi>

Anthem Blue Cross and Blue Shield is the trade name of CompCare Health Services Insurance Corporation, an independent licensee of the Blue Cross and Blue Shield Association. ANTHEM is a registered trademark of Anthem Insurance Companies, Inc. AIM Specialty Health is a separate company providing utilization review services on behalf of Anthem Blue Cross and Blue Shield.

AWIPEC-0763-18 October 2018

Surgeries and interventional pain management procedures performed as part of an inpatient admission are included. Level of Care guidelines in effect at the start of the program launch are available for you to reference at [www.aimspecialtyhealth.com/marketing/guidelines/185](http://www.aimspecialtyhealth.com/marketing/guidelines/185). The following services will require prior authorization from AIM effective January 1, 2019.

**Spine surgery** — cervical, thoracic, lumbar and sacral:

- Bone grafts
- Bone growth stimulators
- Cervical/lumbar foraminotomies
- Cervical/lumbar spinal fusions
- Cervical/lumbar spinal laminectomy
- Cervical/lumbar spinal discectomy
- Cervical/lumbar spinal disc arthroplasty (replacement)
- Spinal deformity (scoliosis/kyphosis)
- Vertebroplasty/kyphoplasty

**Joint surgery** (including all associated revision surgeries):

- Total hip replacement
- Total knee replacement
- Total shoulder replacement
- Hip arthroscopy
- Knee arthroscopy
- Shoulder arthroscopy
- Treatment of osteochondral defects
- Meniscal allograft transplantation

**Interventional pain management:**

- Epidural steroid injections
- Paravertebral facet joint injection/nerve block/neurolysis
- Sacroiliac steroid injections
- Spinal cord stimulators
- Regional sympathetic nerve block

**How to place an online review request**

Get fast, convenient online service via the AIM *ProviderPortal*<sup>SM</sup>. *ProviderPortal* is available 24/7 to process requests in real time using clinical criteria. Go to

[www.aimspecialtyhealth.com/goweb](http://www.aimspecialtyhealth.com/goweb) to register. Registration opens December 17, 2018.

Call AIM toll free at **1-800-714-0040**, Monday through Friday, 7 a.m. to 7 p.m. CT.

**For more information**

**Online** — For resources to help your practice get started with the musculoskeletal program, go to [www.aimprovider.com/msk](http://www.aimprovider.com/msk). Our provider website helps you learn more and provides access to useful information and tools such as order entry checklists, clinical guidelines and FAQ.

**By phone** — Call Provider Services at **1-855-558-1443**.

We value your participation in our network and look forward to working with you to help improve the health of our members.

Sincerely,

Leon Lamoreaux  
Plan President  
Anthem Blue Cross and Blue Shield