

## Outpatient Rehabilitation Program transitioning to AIM

Effective October 1, 2019, Amerigroup STAR+PLUS MMP (Medicare-Medicaid Plan) will transition utilization management of our Outpatient Rehabilitation Program for Medicare Advantage from OrthoNet LLC to AIM Specialty Health® (AIM). AIM is a specialty health benefits company. The Outpatient Rehabilitation Program includes physical, occupational and speech therapy services. Amerigroup STAR+PLUS MMP has an existing relationship with AIM in the administration of other programs.

This transition enables Amerigroup STAR+PLUS MMP to expand and optimize this program, further ensuring that care aligns with established evidence-based medicine. AIM will follow the clinical hierarchy established by Amerigroup STAR+PLUS MMP for medical necessity determination. For Medicare Advantage, Amerigroup STAR+PLUS MMP makes coverage determinations based on guidance from CMS including national coverage determinations (NCDs), local coverage determinations (LCDs), other coverage guidelines and instructions issued by CMS, and legislative changes in benefits. When existing guidance does not provide sufficient clinical detail, AIM will determine medical necessity using an objective, evidence-based process.

AIM will continue to use criteria documented in Amerigroup STAR+PLUS MMP clinical guidelines *CG.REHAB.04*, *CG.REHAB.05* and *CG.REHAB.06* for review of these services. These clinical guidelines can be reviewed online at [https://medicalpolicies.amerigroup.com/am\\_search.html](https://medicalpolicies.amerigroup.com/am_search.html).

Detailed prior authorization requirements are available online by accessing the Precertification Lookup Tool under *Payer Spaces/Amerigroup* at <https://www.availity.com>. Contracted and noncontracted providers may also call Provider Services at 1-855-878-1785 for prior authorization requirements.

### Prior authorization review requirements

For services scheduled to be rendered through September 30, 2019, providers must contact OrthoNet LLC to obtain prior authorizations for outpatient rehabilitation services. Any authorizations OrthoNet LLC issues prior to the transition date of October 1, 2019, will be honored and claims will process accordingly.

For services that are scheduled on or after October 1, 2019, providers must contact AIM to obtain prior authorization. Beginning September 15, 2019, providers will be able to contact AIM for prior authorization on services to take place on or after October 1, 2019. Providers are strongly encouraged to verify that they have obtained prior authorization before scheduling and performing services.

### How to place a review request

You may place a request online via the AIM *ProviderPortal*<sup>SM</sup>. This service is available 24 hours a day, 7 days a week to process requests in real-time using clinical criteria. Go to [www.providerportal.com](http://www.providerportal.com) to register. You can also call AIM at 1-800-714-0040, Monday to Friday 7 a.m. to 7 p.m. Central time.

<https://providers.amerigroup.com>

**For more information**

For resources to help your practice get started with the Outpatient Rehabilitation Program, go to [www.aimproviders.com/rehabilitation](http://www.aimproviders.com/rehabilitation). The AIM website helps you learn more and provides access to useful information and tools such as order entry checklists, clinical guidelines and FAQ.