

## New Utilization Management Program for Non-Emergent Cardiology Services

On **July 9, 2018**, we will implement a new utilization management program for non-emergent cardiology services performed in an office or outpatient setting. This program requires a preservice and/or post-service medical necessity review for non-emergent cardiology services to ensure clinically appropriate quality of care and effective utilization for our members. We have retained AIM Specialty Health to manage the new program on our behalf.

Preservice reviews ensure that your patients aren't burdened by unexpected claim denials or out-of-pocket costs after a service is performed. If a claim for non-emergent cardiology services denies, then our member, your patient, may be responsible for the cost of the services.

### Cardiology Services Included in the New UM Program

The procedures below will require preservice review:

- **Echocardiography** – Non-emergent resting transthoracic echocardiography, stress echocardiography, and transesophageal echocardiography procedures are included.
  - CPT codes for stress echocardiography - 93350, 93351, 93320, 93321, 93325, 93352
  - CPT codes for transthoracic echocardiography - 93303, 93304, 93306, 93307, 93308, 93320, 93321, 93325
  - CPT codes for transesophageal echocardiography - 93331, 93312, 93313, 93314, 93315, 93316, 93317, 93320, 93321, 93325
- **Diagnostic Coronary Angiography** - Only non-emergent services are included.
  - CPT codes - 93454, 93455, 93456, 93457, 93458, 93459, 93460, 93461

Note: Coronary angiography for management of acute coronary syndrome is excluded from this program.

- **Percutaneous Coronary Intervention (PCI)** - Because a decision to perform these services is often made at the time of a coronary angiography, a conventional preservice review program does not apply. However, for non-emergent PCI services, AIM Specialty Health should conduct a review *before* the claim is submitted to make sure there is no disruption to the processing of the claim for the following CPT codes:
  - 92920, 92921, 92924, 92925, 92928, 92929, 92933, 92934, 92937, 92938, 92943, 92944. Please refer to AIM's Clinical Guidelines on their website at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology) for medical necessity requirements for non-emergent PCI services.

- **Arterial Ultrasound** - The cardiology UM program includes non-emergent ultrasound imaging of the following anatomical locations: upper and lower extremities, extracranial arteries, and abdominal aorta. Most services in this category are managed through a preservice review approach. However, for non-emergent *duplex imaging* of extremities, AIM Specialty Health should conduct a review *before* the claim is submitted to make sure there is no disruption to the processing of the claim for the following CPT codes:
  - 93880, 93882, 93978, 93979, 93930, 93931, 93925, 93926, 93922, 93923, 93924.  
Please refer to AIM's Clinical Guidelines on their website at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology) for medical necessity requirements.

**Note:** Procedures included in the program are subject to change.

For a detailed list of cardiology services that are part of the new UM program, please refer to AIM's online resources at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology). The AIM Specialty Health [special website](#) can help you access helpful information and tools, such as:

- Order entry checklists
- Step-by-step tutorial
- Clinical guidelines
- FAQs

### Health Plans Included in the Cardiology UM Program

#### All HMO and Medicare Advantage HMO (Health Options, Inc.) Health Plans – Effective July 9, 2018

- For your Florida Blue HMO and Medicare Advantage HMO patients, you are required to obtain authorization for services performed. What's changing is that you must request approval from AIM Specialty Health for the non-emergent cardiology procedures listed above for services scheduled on or after July 9, 2018. Please note: Some of the codes listed above were previously included on our standing authorization list.
- You can submit your requests to AIM by:
  - Using the Single Sign On capability in Availity<sup>®1</sup> at [availity.com](http://availity.com)
  - Logging-in to AIM's portal directly at [www.providerportal.com](http://www.providerportal.com)
  - Calling AIM Specialty Health at (844) 423-0879.

#### All Non-HMO and Medicare Advantage PPO Health Plans – Effective July 9, 2018

- For your non-HMO and Medicare Advantage PPO patients, there is a new requirement to request a preservice review from AIM Specialty Health for the non-emergent cardiology procedures listed above for services scheduled on or after July 9, 2018.
- According to the terms of our non-HMO and Medicare Advantage PPO member contracts, we have the right to review services for medical necessity.
- You can submit your requests to AIM by:
  - Using the Single Sign On capability in Availity<sup>®1</sup> at [availity.com](http://availity.com)
  - Logging-in to AIM's portal directly at [www.providerportal.com](http://www.providerportal.com)
  - Calling AIM Specialty Health at (844) 423-0879.
- If you don't request a preservice review, AIM Specialty Health will perform a post service medical necessity review. If the services do not meet medical necessity criteria, the services will be denied according to the terms of the member's contract.
- We encourage you to help our members, your patients, by requesting a preservice review from AIM Specialty Health for the non-emergent services listed above.

<sup>1</sup>Availity, LLC is a multi-payer joint venture company. For more information or to register, visit Availity's website at [availity.com](http://availity.com).  
900-0075-0118

## Health Plan Exclusions

This program does not apply to members who are covered through self-insured administrative services only (ASO) plans, the Florida State Employees PPO plan, the Federal Employees Program, Traditional Medicare Supplement health plans, or to any members of other Blue Cross and/or Blue Shield Plans that may access the above networks through the BlueCard® program.

## How to Submit Preservice Requests Through AIM Specialty Health

- You will be able to request a preservice review through AIM Specialty Health's portal by using the **Single Sign On capability in Availity**<sup>1</sup> at [availity.com](http://availity.com) so you don't have to do a separate log-in to AIM's portal, or
- You may access **AIM's portal** at [www.providerportal.com](http://www.providerportal.com) and log-in, or
- Call **AIM Specialty Health at (844) 423-0879**

**Important:** For non-emergent cardiology services scheduled on or after July 9, 2018, you are required to obtain a preservice review from AIM Specialty Health. Failure to obtain a preservice review may result in claim denials if medical necessity criteria are not met.

**Note:** Starting June 25, 2018, AIM Specialty Health will be ready to accept preservice review requests for non-emergent cardiology services scheduled on or after July 9.

You will be able to check AIM's [special website](#) for information about online preservice review requests.

## Webinars

AIM Specialty Health will conduct webinars to help you understand the new UM program. Dates and times are listed below. We'll send information on how to register soon.

May 15	2:00 p.m. EST
May 31	2:00 p.m. EST
June 5	10:30 a.m. EST
June 5	2:00 p.m. EST
June 12	10:30 a.m. EST
June 12	2:00 p.m. EST

For more information about the program, please read the attached questions and answers.

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## Questions and Answers

### Expanded Cardiology Solutions UM Program

#### Why is Florida Blue implementing a cardiology utilization management program?

The purpose of the program is to improve our members' quality of care, align clinical needs to appropriate cardiology services, and avoid unnecessary non-emergent cardiology services performed in an office or outpatient setting. We retained AIM Specialty Health to manage the program on our behalf. AIM Specialty Health is a clinically driven company that effectively manages quality and patient safety.

#### When is the program effective?

The program is effective for services provided on or after July 9, 2018. Please note that starting June 25, AIM Specialty Health will be ready to accept preservice review requests for non-emergent cardiology procedures scheduled on or after July 9, 2018.

#### What health plans are included in the cardiology UM program?

##### All HMO and Medicare Advantage HMO (Health Options, Inc.) Health Plans – Effective July 9, 2018

- For your Florida Blue HMO and Medicare Advantage HMO patients, you are required to obtain authorization for services performed. What's changing is that you must request approval from AIM Specialty Health for the non-emergent cardiology procedures listed below for services scheduled on or after July 9, 2018. Please note: Some of the codes listed below were previously included on our standing authorization list.
- You can submit your requests to AIM by:
  - Using the Single Sign On capability in Availity<sup>®1</sup> at [availity.com](http://availity.com)
  - Logging-in to AIM's portal directly at [www.providerportal.com](http://www.providerportal.com)
  - Calling AIM Specialty Health at (844) 423-0879.

##### All Non-HMO and Medicare Advantage PPO Health Plans – Effective July 9, 2018

- For your non-HMO and Medicare Advantage PPO patients, there is a new requirement to request a preservice review from AIM Specialty Health for the non-emergent cardiology procedures listed below for services scheduled on or after July 9, 2018.
- According to the terms of our non-HMO and Medicare Advantage PPO member contracts, we have the right to review services for medical necessity.
- You can submit your requests to AIM by:
  - Using the Single Sign On capability in Availity<sup>®1</sup> at [availity.com](http://availity.com)
  - Logging-in to AIM's portal directly at [www.providerportal.com](http://www.providerportal.com)
  - Calling AIM Specialty Health at (844) 423-0879
- If you don't request a preservice review, AIM Specialty Health will perform a post service medical necessity review. If the services do not meet medical necessity criteria, the services will be denied according to the terms of the member's contract.

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- We encourage you to help our members, your patients, by requesting a preservice review from AIM Specialty Health for the non-emergent services listed below.

### Are any health plans excluded?

Yes. This program does not apply to members who are covered through self-insured administrative services only (ASO) plans, the Florida State Employees PPO plan, the Federal Employees Program, Traditional Medicare Supplement health plans, or to any members of other Blue Cross and/or Blue Shield Plans that may access the above networks through the BlueCard® program.

### What non-emergent cardiology services require a preservice review?

A summary of procedures included in the program is provided below:

- **Echocardiography** – Non-emergent resting transthoracic echocardiography, stress echocardiography, and transesophageal echocardiography procedures are included.
  - CPT codes for stress echocardiography - 93350, 93351, 93320, 93321, 93325, 93352
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- **Diagnostic Coronary Angiography** - Only non-emergent services are included.
  - CPT codes - 93454, 93455, 93456, 93457, 93458, 93459, 93460, 93461.

Note: Coronary angiography for management of acute coronary syndrome is excluded from this program.

- **Percutaneous Coronary Intervention (PCI)** - Because a decision to perform these services is often made at the time of a coronary angiography, a conventional preservice review program does not apply. However, for non-emergent PCI services, AIM Specialty Health should conduct a review *before* the claim is submitted to make sure there is no disruption to the processing of the claim for the following CPT codes:
  - 92920, 92921, 92924, 92925, 92928, 92929, 92933, 92934, 92937, 92938, 92943, 92944. Please refer to AIM's Clinical Guidelines on their website at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology) for medical necessity requirements for non-emergent PCI services.
- **Arterial Ultrasound** - The cardiology UM program includes non-emergent ultrasound imaging of the following anatomical locations: upper and lower extremities, extracranial arteries, and abdominal aorta. Most services in this category are managed through a preservice review approach. However, for non-emergent *duplex imaging* of extremities, AIM Specialty Health should conduct a review *before* the claim is submitted to make sure there is no disruption to the processing of the claim for the following CPT codes:
  - 93880, 93882, 93978, 93979, 93930, 93931, 93925, 93926, 93922, 93923, 93924  
Please refer to AIM's Clinical Guidelines on their website at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology) for medical necessity requirements.

**Note:** Procedures included in the program are subject to change.

For a detailed list of cardiology services that are part of the new UM program, please refer to AIM's Clinical Guidelines at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology). You can also access helpful information and tools, such as:

- Order entry checklists
- Step-by-step tutorial
- FAQs

#### **What if I don't request a preservice review for non-emergent cardiology services?**

- For HMO health plans, you will receive an administrative claim denial and you cannot balance bill the member.
- For non-HMO health plans, claims may deny if medical necessity criteria are not met. Payment will process according to the member's contract. This means the member, your patient, may be responsible for all charges.

#### **Are inpatient or emergency cardiology procedures included in this program?**

No. They are not included in this program.

#### **Do I still need to request preservice reviews for cardiac nuclear imaging services, and MUGA and PET scans?**

Yes. You should request preservice reviews for nuclear imaging services (myocardial perfusion imaging), multiple gated acquisition (MUGA) scans, and positron emission topography (PET) scans as you do today through National Imaging Associates (NIA).

For more information, refer to Florida Blue's [Medical Coverage Guidelines](#) on our website at [floridablue.com](http://floridablue.com); select Providers (top of the page), Tools & Resources, and then *Medical & Pharmacy Guidelines* on the left navigation bar.

#### **Does the location of service affect preservice review requirements?**

Yes. Non-emergent cardiology services performed in an office or outpatient setting are subject to a preservice review.

#### **How do I request a preservice review for non-emergency cardiology services?**

- You can access AIM's portal through the Single Sign On capability in **Availity**<sup>®1</sup> at [availability.com](http://availability.com) so you don't have to do a separate log-in to AIM's portal, or
- Go directly to **AIM's portal** at [www.providerportal.com](http://www.providerportal.com) and log-in, or
- Call **AIM Specialty Health at (844) 423-0879**

For information about your online requests, you can check AIM's [special website](#).

#### **Can I request a preservice review for more than one cardiology procedure at a time for a member?**

Yes. You can request preservice review for more than one cardiology procedure at the same time.

#### **How long is a preservice review number valid?**

The preservice review number is good for 30 calendar days.

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900-0075-0118

**If I get a preservice review number, does that guarantee payment?**

No. A preservice review number is not a guarantee of payment. Preservice reviews are based on medical necessity, and the member’s eligibility and benefits. Benefits may be subject to limitations and/or qualifications, and are determined when the claim is processed.

**Where do I send claims for cardiology services?**

You should submit claims to Florida Blue as you do today.

**How do I appeal a preservice review denial?**

You can submit your appeal request to Florida Blue through the standard appeal process.

**How do I appeal a claim denial?**

You should submit your request to Florida Blue as you do today.

**Where can I get details about medical coverage guidelines for non-emergent cardiology services?**

For a detailed list of cardiology services that are part of the new UM program, please refer to AIM's online resources at [www.aimprovider.com/cardiology](http://www.aimprovider.com/cardiology).

You can also refer to the Utilization Management section of the Florida Blue *Manual for Physicians and Providers* on our website at [floridablue.com](http://floridablue.com); select Providers (top of the page), and then Provider Manual.

**What if I need more information about the program?**

AIM Specialty Health will conduct webinars to help you understand the new UM program. Dates and times are listed below. We’ll send information on how to register soon.

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