

# SERVICING PROVIDER

## Diagnostic Imaging Management Quick Reference

The servicing provider should verify that prior plan approval has been obtained for applicable BCBSNC members before performing procedures subject to the diagnostic imaging management program. Follow the steps below to verify that the ordering provider has obtained prior plan approval from AIM.

**1** Login to Blue e and access the Blue e Diagnostic Imaging Prior Plan Approval page shown at right. From this page, you can:

- a** Perform a query to determine if your patient's group is participating in the program (see details below), and then continue to **b** or **c**; or
- b** Update your contact information, then click the **Continue** button to go to the AIM Provider Portal; or
- c** Just click the **Continue** button to go straight to the AIM Provider Portal.

**Note:** A valid email address is required.

Blue Options	
Subscriber Name:	ABC123 COMPANY
Subscriber ID:	Group No: 123456
YPPW12345678	RxBin/Group: 610014/ PAID BNCDRUG
	Date Issued: mm/dd/yy
Members Health and Dental:	
Mary T. Schneider	02 Primary \$10
David T.	03 Specialist \$20
Health Only:	Urgent Care \$20*
Kathleen A.	04 ER \$150*
Robert K.	05 Prescription Drug \$10/\$25/\$50/25%
Dental Only:	*Same for out-of-network
Nathan M.	06
Gabrielle L.	07

**a** How to determine if the patient's group is participating in the program.

This program is only applicable to BCBSNC members (although other Blues may have similar programs) and not all groups are participating in the program.

Using the patient's ID card as in the sample at left, enter the patient's group number in the **Group Number** field of the screen above and click the **Search** button.

*A message will display stating that prior plan approval is or is not required.*

**2** Access the Preauth Inquiry screen.

After accepting AIM's HIPAA Disclaimer, you will arrive at the **My Homepage** screen as shown at right.

Click **Preauth Manager**, then **Preauth Inquiry** to inquire on a request.

Member Name	Member Number	Date of Service	PreauthStatus	Entered Date	Action
SMITH, JOHN	123456789	10/03/2006	1234567	10/02/2006	Delete

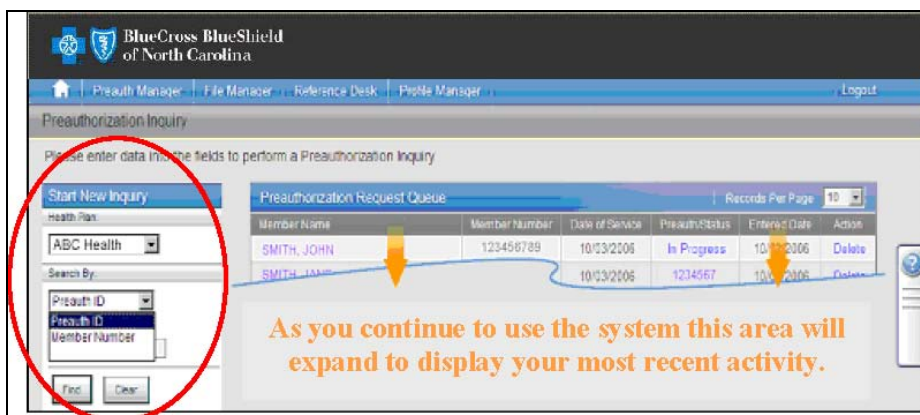
\* The screens and ID card samples in this document are subject to change.

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## 3 Find the patient.

If the patient you are inquiring on does not display in the Preauthorization Request Queue, you can:

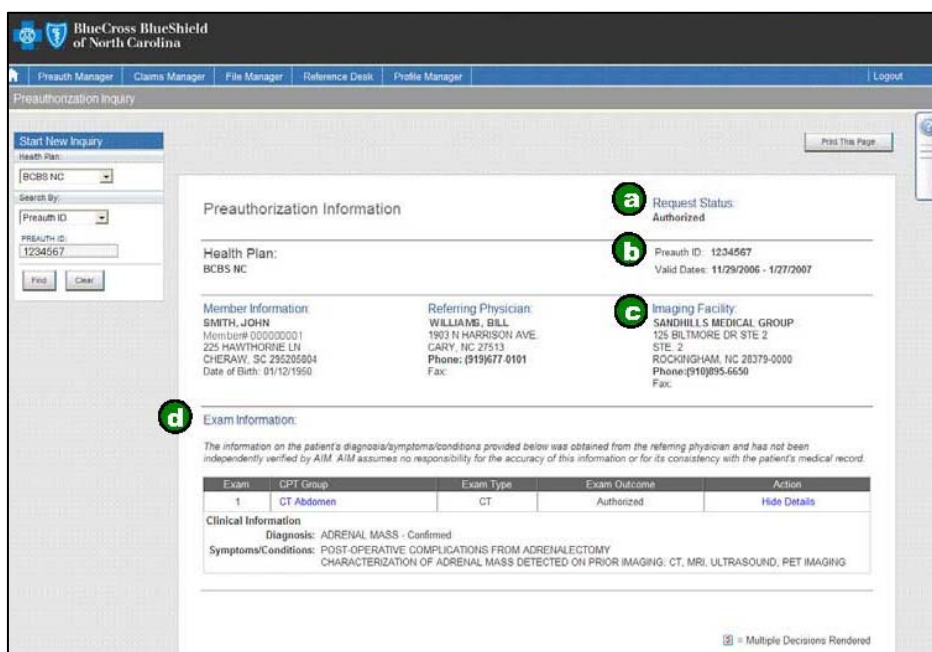
- Scroll through the pages of the queue to find the patient; or
- Complete the fields of the Start New Inquiry section and click the Find button.



## 4 View the Preauthorization Inquiry screen.

Use this screen to verify the following:

- a Request Status:** If the request has been approved, **Authorized** displays here.
- b Preauth ID and Valid Dates:** The preauthorization number displays here. Authorizations are valid for 30 days from the day they are issued. If the exam date is outside that window, a new authorization must be obtained.
- c Imaging Facility:** Verify that your facility is indicated. If it is not, the claim will not pay.
- d Exam Information:** See which tests are approved. Click on the name of the test to see a list of CPT codes that are covered under that procedure.



**Note:** Servicing providers can request a list of CPT codes that approval for additional exams on an existing are covered under that request by calling AIM at 1-800-455-8414. procedure.

If prior plan approval has not been obtained, or if an existing approval is expired, contact the ordering provider to have them obtain the approval. If prior plan approval is not obtained, any claims for the procedure(s) will not pay.

\* The screens and ID card samples in this document are subject to change.