



ProviderPortal order request demonstration

Note: AIM Specialty Health maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

ProviderPortal Home Page

AIM SpecialtyHealth. ProviderPortal.

Order Request Logout

Welcome

Manage Your Physician List Manage Your User Profile Reference Desk

Start Your Order Request Here

Check Order Status

View Order History

Access Your Optinet Registration

Select the date of service

Select the search type

Member ID + DOB (selected)
Member ID + Name

Member ID: Member Number

Date of Birth: MM/DD/YYYY

Find This Member

Message Center

The Provider Portal application will be unavailable Sundays between 12:30 PM CST - 6:00 PM CST for regularly scheduled maintenance.

To create a preauthorization request:

1. Enter the treatment start date in the “**Date of Service**”
2. Provide the following member information:

Member ID and Date of Birth

Or

Member ID and Name

3. Next, chose “**Find this Member**” to search for your member.

Member search results

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. Below the navigation bar, there is a breadcrumb trail for 'Order Request' and links for 'Help' and 'Logout'. A pagination bar shows page numbers 1 through 6. The main content area displays the instruction: 'Step 1: Please select the member from the list below.' Below this, there is a link: 'Don't see your member? [Expand your search](#)'. The search results are presented in a table with the following columns: Member Name, Member Number, Relation, Sex, Date of Birth, State, and Health Plan. Two records are shown: SMITH JACK (Employee, M, 8/12/1985, IL, HealthPlan1) and SMITH JACKIE (Spouse, F, 8/17/1987, IL, HealthPlan1). A 'Records Per Page' dropdown is set to 10. At the bottom right of the table, it says 'Total Number of Records Found: 2'.

Member Name	Member Number	Relation	Sex	Date of Birth	State	Health Plan
SMITH JACK	000000001	Employee	M	8/12/1985	IL	HealthPlan1
SMITH JACKIE	000000002	Spouse	F	8/17/1987	IL	HealthPlan1

Select your patient from the search results by clicking on the **member name**.

If your patient does not appear in the results, you can change your criteria and search again using the **“Expand your search”** button.

Order type selection

The screenshot shows the 'Order Request' page in the AIM Specialty Health Provider Portal. At the top, there are logos for AIM Specialty Health and ProviderPortal. The page title is 'Order Request' with 'Help | Logout' and a progress indicator (1, 2, 3, 4, 5). Below the header, a box displays member information for SMITH, JACK: Member # 1234567890, Date of Birth 6/12/1985, Date of Service 6/13/2020, and Health Plan HealthplanOne. Each field has an 'Edit' link. A 'Hide Details' link is also present. Below this, a prompt says 'Select the order type for this request. Then click Continue below'. There are nine categories of services, each with an icon, a title, a list of included services, and a 'View code list' link: 1. Diagnostic Imaging (includes Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET); 2. Cardiovascular (includes Angiography, percutaneous coronary revascularization, arterial ultrasound); 3. Sleep Management (includes HST, In Lab, Titration, APAP/ BRAP/ CPAP, Oral Appliance, MSLR, MWT); 4. Musculoskeletal (includes Joint Surgery, Spine Surgery & Interventional Pain Management); 5. Specialty Drugs (includes Asthma, Botulinum Toxin, Enzymes, Factors, Immune Modulators, IVIG, Retinal conditions); 6. Radiation Therapy (includes 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT); 7. Chemotherapy and Supportive Drugs (includes Review of cancer drugs, side effect management and treatment pathways); 8. Genetic Testing (includes Laboratory testing for the inheritance or management of genetic conditions); 9. Other Surgical Procedures (includes Arthroscopy, Colonoscopy & Endoscopy). Below the categories is a section for 'Provide Member contact information' with a 'Phone Number' input field and a 'Phone Type' dropdown menu set to 'Mobile'. At the bottom left is a 'Delete This Request' button, and at the bottom right is a 'Continue' button. A footer note says 'Please call 866-714-1103 for all Urgent Requests.'

On the order type screen, select “**Diagnostic Imaging**” or “**Cardiovascular**” and then select the “**Continue**” button.

Note: only programs that are currently managed by AIM for the selected member will display on the order type selection screen.

Ordering provider selection

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The page title is "Order Request" with "Help | Logout" links. A user profile for "SMITH, JACK" is shown with fields for Member # (1234567890), Date of Birth (6/12/1985), Date of Service (6/13/2020), and Health Plan (HealthplanOne). Below this, a step instruction reads: "Step 2: Please select the Ordering Provider from the list below".

The "Ordering Provider Search" section includes search filters for Name, TIN or NPI, and Address. The search criteria are: FIRST NAME: JACK, LAST NAME: ABEL, and STATE: Please Select. There are "Find" and "Clear" buttons.

The "Ordering Providers" table is displayed with tabs for "Recent", "Favorites", and "Search Results". The table has columns for Name, Address, City, Specialty, and Health Plan. The records are as follows:

Name	Address	City	Specialty	Health Plan
★ ABEL, JACK	877 HARBOR ST.	WATER	Internal Medicine	HEALTHONE
☆ ABEL, JAKE	500 PORT DR.	WATER	Pulmonary Diseases	HEALTHTWO
☆ ABEL, JANE	56 LAKE DR.	LAND	Miscellaneous	HEALTHTHREE
★ ABEL, JOE	12 BEACH DR.	LAND	Neurology	HEALTHONE
☆ ABEL, JOEL	888 PEARL ST.	LAND	Pediatrics	HEALTHFIVE
☆ ABEL, JOEY	6 SECHS CT.	ISLAND	Infectious Diseases	HEALTHSIX
☆ ABEL, JOHN	77 SIEBEN RD.	WATER	Orthopedic Surgery	HEALTHTWO
☆ ABEL, JOHNNY	888 ACHT ST.	SKY	Dermatology	HEALTHONE
☆ ABEL, PAT	9 NOVE DR.	SKY	Pulmonary Diseases	HEALTHFIVE
☆ ABEL, PATRIC	10 DEZ ST.	LAND	Obstetrics	HEALTHTWO

Total Number of Records Found: 10

A "Delete This Request" button is located at the bottom right of the interface.

Select the ordering provider by clicking on the physician's name

Ordering providers that are associated with group identifier (e.g. TIN, NPI, etc). in the user's registration will be available for selection

For practices with multiple providers, establishing "Favorites" will allow for increased intake efficiency

Ordering provider fax confirmation

The screenshot shows the AIM Specialty Health ProviderPortal interface. At the top, there is a navigation bar with the AIM logo, 'SpecialtyHealth', and 'ProviderPortal'. Below this is a header with 'Order Request' and 'Help | Logout'. The main content area displays patient information for SMITH, JACK, including Member #, Date of Birth, Date of Service, Health Plan, and Ordering Provider. Below this, a step indicator says 'Step 2: Please select the Ordering Provider from the list below'. A search sidebar on the left allows filtering by Name, TIN or NPI, or Address, with fields for first and last name and a state dropdown. The main table lists ordering providers with columns for Name, Address, City, State, Specialty, and Health Plan. A modal dialog is open over the table, titled 'Ordering Provider Fax Number', with the text 'Please enter or confirm the physician's fax number below' and a text input field containing '(111) 333-3334'. The modal also includes a 'Save' button and a 'Fax Unavailable' link. At the bottom of the table, it says 'Total Number of Records Found: 10' and a 'Delete This Request' button is visible.

Name	Address	City	State	Specialty	Health Plan
ABEL, JOHNNY	888 ACHT ST.	SKY		Dermatology	HEALTHONE
ABEL, PAT	9 NOVE DR.	SKY		Pulmonary Diseases	HEALTHFIVE
ABEL, PATRIC	10 DEZ ST.	LAND		Obstetrics	HEALTHTWO

Enter the fax number to be used when communicating the outcome of an adverse determination (denial) case

or

If a fax number was previously entered for the provider, confirm the number is correct

Press the **“Save”** button to continue.

Exam selection

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The page title is "Order Request" with "Help | Logout" links. A patient information box for "SMITH, JACK" includes fields for Member # (1234567890), Date of Birth (6/12/1985), Ordering Provider (ABEL, JOE), Date of Service (6/13/2020), and Health Plan (HealthplanOne). Below this are two main sections: "ENTER EXAMS" and "EXAMS REQUESTED". The "ENTER EXAMS" section has a "CPT CODE" search field, an "OR" separator, and two dropdown menus for "EXAM" and "DESCRIPTION", both currently set to "Select". There are "Add Exam" and "Clear" buttons. The "EXAMS REQUESTED" section contains a message "Multiple exams can be entered at this time." and a "Withdraw Request" button. A "Print" icon is also visible.

You have the ability to search for an exam or procedure by CPT code.

To begin, type the CPT code for the exam or procedure you're requesting.

If you prefer, you may select the exam name and description from the drop down menu.

Then choose **"Add Exam"** to begin the review process.

Adding more exams or procedures

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Order Request Help | Logout

1 2 3 4 5

SMITH, JACK [Edit](#) [Hide Details](#)
Member #: 1234567890 [Edit](#) Date of Service: 6/13/2020 [Edit](#)
Date of Birth: 6/12/1985 [Edit](#) Health Plan: HealthplanOne
Ordering Provider: ABEL, JOE [Edit](#)

[Print](#)

ENTER EXAMS

CPT CODE
78452

OR

EXAM
Nuclear Medicine

DESCRIPTION
Myocardial Perfusion Imaging

[Add Exam](#) [Clear](#)

Unable to find your exam?

EXAMS REQUESTED (1)

Multiple exams can be entered at this time. Once you finished entering your exams, click Next to enter clinical information.

Resting Transthoracic Echocardiography [Delete Exam](#)

[Withdraw Request](#) [Next](#)

If you need to review another exam or procedure for this patient, you can add an additional exam from this screen.

Simply search again by CPT code or select the exam name and description from the drop down menu.

Then choose **“Add Exam”**. Your additional exam or procedure will now be listed.

Exam selection continued

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The page title is "Order Request" with "Help | Logout" links. A patient summary box for "SMITH, JACK" includes fields for Member # (1234567890), Date of Birth (6/12/1985), Ordering Provider (ABEL, JOE), Date of Service (6/13/2020), and Health Plan (HealthplanOne). Below this are two main sections: "ENTER EXAMS" and "EXAMS REQUESTED (2)".

ENTER EXAMS

CPT CODE

OR

EXAM

DESCRIPTION

[Clear](#)

Unable to find your exam?

EXAMS REQUESTED (2)

Multiple exams can be entered at this time. Once you finished entering your exams, click Next to enter clinical information.

Resting Transthoracic Echocardiography	Delete Exam
Myocardial Perfusion Imaging	Delete Exam

When you are done adding exams or procedures, select the “**Next**” button to proceed with your request.

Clinical data entry: diagnosis code

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The main header includes 'Order Request' and 'Help | Logout'. Below the header, patient information for SMITH, JACK is displayed, including Member # (1234567890), Date of Birth (6/12/1985), Date of Service (6/13/2020), and Health Plan (HealthplanOne). The interface is divided into two main sections: 'ENTER EXAMS (2)' and 'ENTER DIAGNOSIS'. Under 'ENTER EXAMS', two options are listed: 'Resting Transthoracic Echocardiography' and 'Myocardial Perfusion Imaging'. The 'ENTER DIAGNOSIS' section contains a search bar with the text 'valv' and a list of matching diagnosis codes. The code C18.0, 'Malignant neoplasm of cecum (Ca of ileocecal valve)', is highlighted. A 'Withdraw Exam' button is located at the bottom of the diagnosis section.

AIM Specialty Health

ProviderPortal

Order Request Help | Logout

SMITH, JACK

Member #: 1234567890 Edit

Date of Birth: 6/12/1985 Edit

Date of Service: 6/13/2020 Edit

Health Plan: HealthplanOne

Ordering Provider: ABEL, JOE Edit

Hide Details

Print

ENTER EXAMS (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging

ENTER DIAGNOSIS

Please provide the diagnosis code or description that best supports the request for this exam.

Q valv

- + I38 Endocarditis, valve unspecified (Valvulitis)
- + C18.0 Malignant neoplasm of cecum (Ca of ileocecal valve)
- + Z95.2 Presence of prosthetic heart valve (Presence of heart valve)
- + I35.9 Nonrheumatic aortic valve disorder, unspecified (Aortic valve disease)
- + I35.0 Nonrheumatic aortic (valve) stenosis (Aortic valve disease)
- + I35.1 Nonrheumatic aortic (valve) insufficiency (Aortic valve disease)
- + I35.2 Nonrheumatic aortic (valve) stenosis with insufficiency (Aortic valve disease)
- + I35.8 Other nonrheumatic aortic valve disorders (Aortic valve disease)
- + I35.9 Nonrheumatic aortic valve disorder, unspecified (Aortic valve disease)
- + Q24.8 Other specified congenital malformations of heart (Heart valve stenosis)
- + S26.90xA Unspecified injury of heart, unspecified with or without hemopericardium, initial encounter
- + S26.90xD Unspecified injury of heart, unspecified with or without hemopericardium, subsequent encounter
- + S26.90xS Unspecified injury of heart, unspecified with or without hemopericardium, sequela
- + I51.89 Other ill-defined heart diseases (Abscess of aortic valve)
- + I34.0 Nonrheumatic mitral (valve) insufficiency (Disease of mitral valve)

Withdraw Exam

Choose the exam or procedure you wish to submit for review by clicking on it.

Search for the patient's diagnosis.

You may do this by either entering the diagnosis or the diagnostic (ICD) code.

When you enter at least three characters, a list of matching diagnoses will appear.

Choose the diagnosis that corresponds to your patient's condition by selecting it.

Clinical data entry: diagnosis code continued

Order Request | Help | Logout

SMITH, JACK Edit Hide Details
Member #: 1234567890 Edit Date of Service: 6/14/2020 Edit
Date of Birth: 6/13/1985 Health Plan: HealthplanOne
Ordering Provider: ABEL, JOE Edit Print

EXAMS REQUESTED (2)

- Resting Transthoracic Echocardiography
- Myocardial Perfusion Imaging

ENTER DIAGNOSTIC CODE

Please provide the diagnostic code that best supports the request for this exam.

DIAGNOSTIC CODE:
 C18.0 Malignant neoplasm of cecum (Ca of ileocecal valve)

CLINICAL SCENARIO:
Select the main reason from the list below for the order request.

- CAD (Coronary artery disease)
- Congenital heart disease
- Disease of any heart valve (Valvular disease)
- LV dysfunction/CHF/Cardiomyopathy (eg, toxic, chemo, heart transplant)
- Signs, symptoms, or abnormal tests (eg, shortness of breath or chest pain)
- Other diagnosis or reasons for imaging (click for more options)

Withdraw Exam

Based on the diagnosis or the ICD code you selected, you may be asked to provide additional clinical information regarding your patient's medical history.

Choose the most appropriate response by selecting it.

Based on your responses, additional questions may be presented to help us better evaluate your request.

Questions are always tailored to your patient and the data you enter.

Clinical data entry: diagnosis code confirmation

The screenshot displays the AIM Specialty Health Provider Portal interface. At the top left is the AIM Specialty Health logo, and at the top right is the ProviderPortal logo. The main header shows 'Order Request' and 'Help | Logout'. Below the header, patient information for SMITH, JACK is displayed, including Member # (1234567890), Date of Birth (6/12/1985), Ordering Provider (ABEL, JOE), Date of Service (6/13/2020), and Health Plan (HealthplanOne). Each field has an 'Edit' link. A 'Hide Details' link is also present. A 'Print' button is located to the right of the patient information. The main content area is divided into two sections: 'EXAMS REQUESTED (2)' and 'ENTER DIAGNOSTIC CODE'. Under 'EXAMS REQUESTED (2)', two exams are listed: 'Resting Transthoracic Echocardiography' and 'Myocardial Perfusion Imaging'. The 'ENTER DIAGNOSTIC CODE' section contains a prompt: 'Please provide the diagnostic code that best supports the request for this exam.' Below this, a message states: 'Apply C18.0 (Malignant neoplasm of cecum (Ca of ileocecal valve)) from Resting Transthoracic Echocardiography to this exam as well?'. There are two radio buttons: 'Yes' and 'No'. At the bottom of the form, there are three buttons: 'Withdraw Exam', 'Withdraw Request', and 'Next'. A hand cursor is pointing at the 'Next' button.

When selecting the next exam or procedure, you are offered the option of using the same diagnosis as your previous exam.

Select the correct answer and then select “**Next**”. If you selected “**Yes**” the diagnosis code will be carried over. If you select “**No**” you can search again for a new diagnosis.

Additional clinical information

AIM SpecialtyHealth ProviderPortal

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK Hide Details
Member #: 1234567890 Date of Service: 6/13/2020
Date of Birth: 6/12/1985 Health Plan: HealthplanOne
Ordering Provider: ABEL, JOE

EXAMS REQUESTED (2)

- Resting Transthoracic Echocardiography
- Myocardial Perfusion Imaging

ENTER MEMBER'S CLINICAL INFORMATION

Please answer the following questions to provide as much information as possible for clinical review.

CLINICAL SCENARIO
CAD (Coronary artery disease)

CLINICAL DETAILS
*Is coronary artery disease (CAD) suspected or confirmed?

- Suspected
- Confirmed
- Unknown

All required questions have been answered for this exam. Please review this clinical information carefully. Additional editing of information on the Portal may be restricted.

During the process of entering clinical information, you may encounter the **Additional Information** screen.

The **Additional Information** screen indicates that the AIM review team will need more information in order to evaluate your request against clinical guidelines.

Clinical exam summary

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK Hide Details
Member #: 1234567890 / Edit
Date of Birth: 6/13/1985 / Edit
Ordering Provider: ABEL, JOE / Edit
Date of Service: 6/14/2020 / Edit
Health Plan: HealthplanOne

Print

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography ▶

Myocardial Perfusion Imaging

EXAM SUMMARY

Resting Transthoracic Echocardiography

CLINICAL SCENARIO
Disease of any heart valve (Valvular disease)

CLINICAL DETAILS
*Does the patient have a murmur? **Yes**
Select the reason for imaging. **Follow-up of known valvular disease**
Does the patient have new or worsening symptoms (eg, shortness of breath, decreased exercise tolerance) or signs (eg, new or different murmur, evidence of heart failure)? **Yes**

Your first request appears to meet clinical guidelines. Review the exam summary and if the information is correct, choose **"I'm Done"**.

If you entered multiple exams or procedures, you can now review your next exam.

Exam summary feedback

Order Request Help | Logout

1 2 3 4 5 6

SMITH, JACK Hide Details
Member #: 1234567890 Date of Service: 6/14/2020 / Edit
Date of Birth: 6/13/1985 Health Plan: HealthplanOne / Edit
Ordering Provider: ABEL, JOE / Edit

Print

EXAMS REQUESTED (2)

Resting Transthoracic Echocardiography

Myocardial Perfusion Imaging ▶

EXAM SUMMARY

! Your request for Myocardial Perfusion Imaging does not meet medical necessity criteria based on the information provided. Please Note: The Clinical Criteria information provided below may not be the actual criteria used when your request is reviewed by an AIM clinical reviewer. AIM clinical reviewers use the most current applicable Clinical Criteria based on program design and member plan. Please review the Clinical Criteria information specific to this exam below.

Step Exam

1 Myocardial Perfusion Imaging

CLINICAL CRITERIA

Please confirm your information is accurate:

Step Clinical Scenario

2 CAD (Coronary artery disease) / Edit

Clinical Details / Edit

You have the following options:

Step

3

- Print to review with a physician
- Save by exiting this request. It can be accessed in View Order History. If there is additional information we should consider, please update the information on our ProviderPortal.

Withdraw Exam Withdraw Request I'm Done

When the clinical information entered does not meet clinical guidelines for the exam requested, you will receive the **Feedback** screen.

This screen displays the specific criteria that conflicts with your request.

Reviewing this criteria with the ordering physician may help determine if the exam is clinically appropriate for your patient.

Use the **Print** option to print the summary to review with a physician.

Additional clinical information

The screenshot shows the AIM Specialty Health Provider Portal interface. At the top, there is a navigation bar with the AIM logo, 'SpecialtyHealth', and 'ProviderPortal.' The main content area displays patient information for 'SMITH, JACK', including Member # (1234567890), Date of Birth (6/12/1985), Date of Service (6/13/2020), and Health Plan (HealthplanOne). Below this, there is a section for 'EXAMS REQUESTED' and 'ENTER MEMBER'S CLINICAL INFORMATION'. A modal window titled 'ADDITIONAL INFORMATION' is open, containing fields for *FIRST NAME (Portal), *LAST NAME (User), *PHONE NUMBER ((000) 000-0000), EXT, and *FAX NUMBER ((000) 000-0001). A text area for additional information contains the text: 'T WAVE INVERSION V3-V6 I, II, AVF. FORMER SMOKER. BROTHER HAD MI AT AGE 45, DIAGNOSED WIT HEART DISEASE, SISTER-MI AGE 40. FAMILY HX OF LUNG CA.' A 'Continue' button is at the bottom of the modal. The background shows a 'Myocardial' exam request and a 'Next' button.

Entering information here will help expedite your review.

If you have no additional information, simply enter “none”.

Select “**Continue**” to close the additional information box

Exams summary



ProviderPortal.

Order Request Help | Logout

1 2 3 4 5

SMITH, JACK [Edit](#) [Hide Details](#)

Member #: 1234567890 [Edit](#) Date of Service: 6/13/2020 [Edit](#)

Date of Birth: 6/12/1985 [Edit](#) Health Plan: HealthplanOne

Ordering Provider: ABEL, JOE [Edit](#)

EXAMS REQUESTED (2) Add Exam

Resting Transthoracic Echocardiography	Review Exam Withdraw Exam
Myocardial Perfusion Imaging	Review Exam Withdraw Exam

If you've added all desired exams, click Next to Continue.

[Withdraw Request](#) [Next](#)

Once you've completed entering all clinical information required for all exams, you will see the **Exams Summary** screen.

Select **Next** to continue.

Facility selection

AIM SpecialtyHealth

ProviderPortal

Order Request Help | Logout

Step 5: Please Choose a Facility

Find a Facility

Facility Selection							
Records Per Page 10							
Facility Name	Address	City	State	Phone	Distance	Action	Map
IMAGING CENTER	111 SAMPLE DR.	WATER	IL	(555) 555-5551	1	View Details	View
TWO CENTER	222 CENTER DR.	WATER	IL	(555) 555-2221	2.02	View Details	View

Total Number of Records Found: 2

Delete This Request



Select the facility where the testing will be performed.

ProviderPortal will display available facilities by distance.

Choose a facility in the list or use “**Find a Facility**” button to search for additional facilities.

Order request preview

[Submit This Request](#) [Withdraw Request](#) [Go to My Homepage](#)

Order Request Preview

Request Status: **Has Not Been Submitted** Health Plan: **HEALTHPLANONE** Scheduled Date of Service: **6/13/2020**

Member Information: Ordering Provider: Servicing Provider: [Edit](#)
SMITH, JACK **ABEL, JOE** **IMAGING CENTER**
Member # 000000001 33 Demo Dr. 111 SAMPLE DR.
111 Sample Lane WATER, IL 55553-0000 WATER, IL 55555-0000
Water, IL 55522 **Phone: (555) 333-3333** **Phone: (555) 555-5551**
Date of Birth: 6/12/1985 Fax: (555) 333-3334 Fax:
Phone: (000) 000-0000 NPI: 999999999 NPI: 888888888

The information below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam Withdraw Exam
Myocardial Perfusion Imaging			

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
78451	Myocardial perf imaging, spect, sing	Myocardial Perfusion Imaging
78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar, sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging
93303	ECHO, transthoracic, complete cng	Resting Transthoracic Echocardiography

This is a preview of your order.



For each exam or procedure you requested, you may see a request status as well as a brief description with the reason.

Select **“Submit This Request”** to proceed.

Order request summary

Begin Another Request
Withdraw Request
Go to My Homepage
Save as PDF
Print

This case has at least one exam with AIM Feedback. You may come back later to View Order History and edit any exam(s) that remain open in a case. Select "Email" to share a link to this case with another authorized user. [Email](#)

Order Request Summary

Request Status: In Progress	Health Plan: HEALTHPLANONE	Case Due to Close On/Before: 6/18/2020 Scheduled Date of Service: 6/13/2020
---------------------------------------	--------------------------------------	--

Member Information: SMITH, JACK Member # 000000001 111 Sample Lane Water, IL 55522 Date of Birth: 6/12/1985	Ordering Provider: ABEL, JOE 33 Demo Dr. WATER, IL 55553-0000 Phone: (555) 333-3333 Fax: (555) 333-3334 NPI: 999999999	Imaging Facility: Edit IMAGING CENTER 111 SAMPLE DR. WATER, IL 55555-0000 Phone: (555) 555-5551 Fax: NPI: 888888888
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REQUESTED

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam Withdraw Exam
Myocardial Perfusion Imaging			

The Order Number covers one of the following applicable codes when the outcome is Authorized or Completed.

CPT GROUP DETAILS

CPT GROUP	CPT DESCRIPTION	CPT GROUP DESCRIPTION
78451	Myocardial perf imaging, spect, sing	Myocardial Perfusion Imaging
78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar, sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging

The order has now been submitted. You can **Print** or **Save to a PDF** to include in the patient's chart.

To start a new order, select **"Begin Another Request"**.

The order request summary may be emailed to yourself if you wish access the request at a later time.

Order request summary: email

Begin Another Request | Withdraw Request | Go to My Homepage | Save as PDF | Print

This case has at least one exam with AIM Feedback. You may come back later to View Order History and edit any exam(s) that remain open in a case. Select "Email" to share a link to this case with another authorized user. [Email](#)

AIM SpecialtyHealth **ProviderPortal.**

Order Request Summary

Request Status:
In Progress

Member Information:
SMITH, JACK
Member # 000000001
111 Sample Lane
Water, IL 55522
Date of Birth: 6/12/1985

Fax: (555) 333-3334
NPI: 999999999

Fax:
NPI: 888888888

The information below was obtained from the Ordering Provider and has not been independently verified by AIM. AIM assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.

REQUESTED

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			Review Exam Withdraw Exam
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78452	Myocardial perf imaging, spect, mult	Myocardial Perfusion Imaging
78453	Myocardial perf imaging, planar, sing	Myocardial Perfusion Imaging
78454	Myocardial perf imaging, planar, mult	Myocardial Perfusion Imaging

You will be asked to enter or confirm your email address.

Select **"Send Email"**.



Additional *ProviderPortal* features

Note: AIM Specialty Health maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.

How to check an order status

The screenshot shows the 'Order Inquiry' web application. At the top, there is a navigation bar with 'Order Inquiry' on the left and 'Logout' on the right. Below the navigation bar, there is a header area with 'Welcome DEMO TRAINING' and several user management links: 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. On the left side, there is a vertical menu with five options: 'Start Your Order Request Here', 'Check Order Status' (highlighted with a green checkmark), 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area is divided into three sections. The first section, 'Select the member's healthplan', has a dropdown menu with 'Allergiant' selected. The second section, 'Select the order type', has a list of radio buttons for various medical categories: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, and Musculoskeletal. The third section, 'Select the search type', has a dropdown menu with 'Order ID' selected. Below this, there are two radio buttons: 'Order ID + DOB' (selected) and 'Order ID + Name'. There are also two input fields: 'Order ID' with the placeholder 'Order ID number' and 'Date of Birth' with the placeholder 'MM/DD/YYYY'. At the bottom of this section is a green button labeled 'Find This Order'. To the right of the main content area, there are two informational boxes. The first is the 'Message Center', which contains two messages about application unavailability during maintenance. The second is the 'Provider Resources' box, which has a green header and a star icon, and lists links for 'Radiology Tutorial', 'Genetic Testing Tutorial', 'Registration', 'FAQ - Medicare AUC Program', and 'Tutorial - Medicare AUC Program'.

Existing orders can be viewed from the “**Check Order Status**” tab

Select the member’s **health plan**

Select the **Order Type**

Enter either the **Order #** or the **Member ID #** and **Name/DOB**

Press the “**Find This Order**” button.

How to check an order status

The screenshot displays the 'Order Inquiry' web application. On the left, there are search filters for 'Health Plan' and 'Search by' (set to 'Member'). Below these are search type options: 'Member ID + DOB' (selected) and 'Member ID + Name'. Input fields for 'MEMBER ID' (AlphaPrefix+Number) and 'DATE OF BIRTH' (MM/DD/YYYY) are present, along with 'Find' and 'Clear' buttons.

The main area shows 'Order Search Results' with a table of 10 results. The first row is highlighted, showing an order status of '110063654' and an expiration of '148 days'. The remaining 9 rows show a status of 'Voluntarily Withdrawn'. The table columns are: Order/Status, Member Name, Member Number, Start Date, Ordering Provider, and Expires.

At the bottom of the results table, it says 'DISPLAYING 1-10 OF 23 RESULTS'. There are also 'Back to Search results' and 'Print Preview' buttons.

Order/Status	Member Name	Member Number	Start Date	Ordering Provider	Expires
110063654	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	148 days
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	10/5/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	9/1/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/18/2017	SCULLY, THOMAS	
Voluntarily Withdrawn	85DOE, JANE	376699999	8/14/2017	SCULLY, THOMAS	

All orders that have been processed for the member will be listed in the **Order Search Results** page

Click on the hyperlink in the **Order/Status** column to see detailed data for any individual order.

The Order Request Summary will display upon selecting the Order/Status.

How to view order history

The screenshot shows the 'View Order History' interface. The top navigation bar includes 'Order History', 'Welcome DEMO TRAINING', 'Manage Your Physician List', 'Manage Your User Profile', and 'Reference Desk'. A left sidebar contains navigation options: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', 'Check Claim Status', and 'Access Your Optinet Registration'. The main content area features a search filter panel with the following options:

- Show me: My Orders, My Group's Orders
- For: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Surgical Procedures, Genetic Testing, Musculoskeletal, Rehabilitation
- Within the last: 7 Days
- With the status: All
- Go button

The second screenshot shows the same interface with the 'Status' filter set to 'Incomplete'. Below the filter panel, a table titled 'Incomplete Orders' is displayed with the following data:

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
85Public, Joan	376666677	06/15/2020	Incomplete	SAGI, SASHIDHAR	06/12/2020	TRAINING, DEMO

Buttons for 'Print Preview' and 'Download to Excel' are located at the bottom of the table.

View Order History provides access to orders that have been entered in the past 90 days




Select the desired timeframe from the **Within the last X** days.


Select from **With the Status**, the type of orders you wish to view, e.g. in progress or incomplete orders.


Press the “Go” button


Reference Desk


Welcome DEMO TRAINING


 [Manage Your Physician List](#)  [Manage Your User Profile](#)  [Reference Desk](#)











 [Start Your Order Request Here](#)

 [Check Order Status](#)

 [View Order History](#)

 [Check Claim Status](#)

 [Access Your Optinet Registration](#)

 Tutorials Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)	 Next Generation Solutions Tutorial
 Diagnostic Imaging Clinical Guidelines Guidelines for imaging modalities, including CT, MRI, MRA, and PET. Also available are guidelines for pediatric imaging.	 UM Mailbox Search for and view letters and/or files for the selected health plan.
 Cardiovascular Clinical Guidelines Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, cardiac PET, and arterial ultrasound.	 Diagnostic Imaging CPT Codes View a list of all of the CPT Codes that are included in the selected health plan's Radiology Benefit Management program.
 Sleep Management Clinical Guidelines Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.	 Surgical Procedures CPT Codes View a list of all of the CPT Codes that are included in the selected health plan's Surgical Procedures program.
 Musculoskeletal Clinical Guidelines Guidelines for spine surgeries, joint surgeries, and interventional pain management.	 Sleep Management HCPCS Codes View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.

Training Tutorials, clinical guidelines, and CPT Codes included in the program are located within the Reference Desk.

Questions?



Radiology Program provider website:
www.AIMProviders.com/radiology



Cardiology Program provider website:
www.AIMProviders.com/cardiology