

PROVIDER REFERENCE SHEET

Effective July 1, 2018

UniCare reviews	AIM reviews
UniCare Member Services 800-442-9300 (TTY: 711) 800-848-3623 (fax) contact.us@anthem.com	AIM Specialty Health 866-766-0247 www.providerportal.com

Office visit copays

See the member's ID card for office visit copays.

- ❑ **Basic, PLUS and Community Choice** – Basic members have a \$20 copay for primary care visits. PLUS and Community Choice members have either a \$15 copay (for PCPs in UniCare's Patient-Centered Primary Care program) or a \$20 copay.
There are three different copays for visits to Massachusetts specialists, based on tier assignment.
- ❑ **Medicare Extension** – Members have a \$10 copay for office visits.

Preapproval reviews

Preapproval (preauthorization) reviews are conducted by UniCare's Managed Care department or by **AIM Specialty Health**[®], a UniCare-affiliated company that provides support for the preapproval process. The tables in this publication identify which services are reviewed by AIM and which are reviewed by UniCare.

Utilization management policies and guidelines

Our utilization management (UM) decisions are based on the appropriateness of care and service needed, as well as the member's plan coverage. To view UniCare's medical policies and guidelines, go to <https://www.unicarestateplan.com/medPolicyUpdates.html>. If you don't have internet access, contact UniCare Provider Services at contact.us@anthem.com or 800-442-9300.

Notification requirements

Compliance with these requirements is essential to complete preapproval reviews. Failure to meet these requirements may result in a reduction of benefits of up to \$500. If the services provided are then determined to be not eligible for benefits, the charges for the entire treatment or service may be disallowed.

The following tables identify who to notify (either UniCare or AIM) and how much advance notice is required. Requirements for non-Medicare members (Basic, PLUS and Community Choice) and Medicare Extension members are listed separately.

Note that for behavioral health services, Medicare Extension members require preapproval only if the service is not covered by Medicare or if the provider isn't a Medicare provider.

	Basic, PLUS and Community Choice	Medicare Extension
Medical services and procedures		
BPAP and CPAP equipment	AIM 1 business day	UniCare 1 business day
Chiropractic care and osteopathic manipulative therapy for children under 13	UniCare 1 business day	N/A
Cleft palate and cleft lip services	UniCare 3 days (contracted) 7 days (non-contracted)	N/A
Durable medical equipment (DME) costing more than \$1,000 (not required for oxygen equipment)	UniCare 1 business day	N/A
Echocardiology		
<ul style="list-style-type: none"> ■ Resting transthoracic echocardiography ■ Stress echocardiography ■ Transesophageal echocardiography 	AIM 3 days (contracted) 7 days (non-contracted)	N/A
Enteral therapy	UniCare 1 business day	UniCare 1 business day
Gender reassignment surgery	When surgery evaluation is recommended	When surgery evaluation is recommended
Genetic testing For the current list, go to: www.unicarestatplan.com/pdf/GeneticTesting.pdf	AIM 3 days (contracted) 7 days (non-contracted)	N/A
High-tech imaging		
<ul style="list-style-type: none"> ■ CT/CTA scan ■ MRI/MRA scan ■ Nuclear cardiology ■ PET scan ■ SPECT scan 	AIM 3 days (contracted) 7 days (non-contracted)	N/A
Home health care	UniCare 1 business day	UniCare 1 business day
Hyaluronic acid injections to the knee	UniCare 7 days	N/A
Hyperbaric oxygen therapy	UniCare 3 days (contracted) 7 days (non-contracted)	N/A
Inpatient – Elective admissions	UniCare 7 days	N/A
Inpatient – Emergency or maternity admissions	UniCare within 24 hours	N/A
Inpatient – Observation	UniCare within 24 hours	N/A
Inpatient – Skilled nursing facility admissions	UniCare within 24 hours	N/A
Occupational therapy	UniCare 1 business day	N/A
Physical therapy	UniCare 1 business day	N/A
Private duty nursing	UniCare 1 business day	UniCare 1 business day
Radiation therapy		
<ul style="list-style-type: none"> ■ Brachytherapy ■ CyberKnife ■ IMRT ■ Proton beam ■ Traditional radiation 	AIM 3 days (contracted) 7 days (non-contracted)	N/A
Sleep studies	AIM 3 days (contracted) 7 days (non-contracted)	N/A

	Basic, PLUS and Community Choice	Medicare Extension
Medical services and procedures		
Specialty drugs For the current list of specialty drugs, go to: www.unicarestateplan.com/pdf/SpecialtyDrugList.pdf or call UniCare at 800-442-9300. This list may change during the year. Other specialty drugs (non-oncology) require review under the prescription drug benefit. Contact Express Scripts at 855-283-7679.	AIM 3 days (contracted) 7 days (non-contracted)	N/A
Surgery <ul style="list-style-type: none"> ■ Cardioverter-defibrillator implantation ■ Cervical fusion ■ Discectomy – lumbosacral spine (open, percutaneous and endoscopic, and other minimally invasive procedures to treat back pain) ■ Knee arthroscopy ■ Knee meniscal transplant ■ Laminectomy/laminotomy of the lumbosacral spine ■ Sinus surgery (including endoscopy) ■ Spinal cord stimulator and neuromodulator implantation ■ Spinal fusion of the lumbosacral spine ■ Spinal instrumentation of the lumbosacral spine ■ Upper gastrointestinal endoscopy ■ Vertebroplasty 	UniCare 3 days (contracted) 7 days (non-contracted)	N/A
Transplants (not required for cornea transplants)	When transplant evaluation is recommended	N/A
Varicose vein treatment (including sclerotherapy)	UniCare 3 days (contracted) 7 days (non-contracted)	N/A
Virtual colonoscopy (colonography)	UniCare 3 days (contracted) 7 days (non-contracted)	N/A

	In-network	Out-of-network
Behavioral health services		
Acupuncture withdrawal management	N/A	Needs preapproval
Crisis stabilization units	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days
Day treatment	N/A	Needs preapproval
Intensive outpatient programs	Notify UniCare within 48 hours	<ul style="list-style-type: none"> ■ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ■ All other out-of-network providers: Needs preapproval

	In-network	Out-of-network
Behavioral health services		
Mental health services (acute care) <ul style="list-style-type: none"> ■ Acute residential treatment ■ Community-based acute treatment ■ Community support programs ■ Family stabilization teams ■ Inpatient psychiatric services ■ Partial hospitalization programs ■ Transitional care units 	Needs preapproval	Needs preapproval
Outpatient services <ul style="list-style-type: none"> ■ Applied Behavioral Analysis ■ Dialectical behavioral therapy ■ Electroconvulsive therapy ■ Neuropsychological testing ■ Psychiatric visiting nurse services ■ Psychological testing ■ Transcranial magnetic stimulation 	Needs preapproval	Needs preapproval
Structured outpatient addictions programs	Notify UniCare within 48 hours	<ul style="list-style-type: none"> ■ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ■ All other out-of-network providers: Needs preapproval
Substance use disorder services – Adults and adolescents <ul style="list-style-type: none"> ■ Acute residential withdrawal management (ASAM level 3.7 detox) ■ Clinical stabilization services for substance use disorder (ASAM level 3.5) ■ Dual diagnosis acute treatment (ASAM level 3.5) ■ Medically-managed substance use disorder services (ASAM level 4 detox) ■ Partial hospitalization program for substance use disorder (ASAM level 2.5) 	<ul style="list-style-type: none"> ■ In Massachusetts: Notify UniCare within 48 hours ■ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ■ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ■ All other out-of-network providers: Needs preapproval
Therapy – Family, individual and telehealth¹	Needs preapproval for more than 26 visits a year	Needs preapproval for more than 26 visits a year

¹ Telehealth services are not available for Medicare Extension members.