

PROVIDER REFERENCE SHEET

Effective January 1, 2021

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

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 Medical Management 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) are listed in the middle column; requirements for Medicare Extension members are listed in the righthand column.

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.

PROVIDER REFERENCE SHEET (continued)

Medical services and procedures	Basic, PLUS and Community Choice	Medicare Extension
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

Medical services and procedures (continued)	Basic, PLUS and Community Choice	Medicare Extension
<p>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.</p> <p>Other specialty drugs (non-oncology) require review under the prescription drug benefit. Contact Express Scripts at 855-283-7679.</p>	<p>UniCare 3 days (contracted) 7 days (non-contracted)</p>	<p>N/A</p>
<p>Surgery</p> <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) ■ Hip replacement / revision ■ Knee arthroscopy ■ Knee meniscal transplant ■ Knee replacement / revision ■ 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 	<p>UniCare 3 days (contracted) 7 days (non-contracted)</p>	<p>N/A</p>
<p>Transplants (not required for cornea transplants)</p>	<p>When transplant evaluation is recommended</p>	<p>N/A</p>
<p>Varicose vein treatment (including sclerotherapy)</p>	<p>UniCare 3 days (contracted) 7 days (non-contracted)</p>	<p>N/A</p>
<p>Virtual colonoscopy (colonography)</p>	<p>UniCare 3 days (contracted) 7 days (non-contracted)</p>	<p>N/A</p>

PROVIDER REFERENCE SHEET (continued)

Behavioral health services	Contracted providers	Non-contracted providers
Inpatient services for mental health treatment		
<ul style="list-style-type: none"> ■ Acute residential treatment ■ Community-based acute treatment (CBAT) ■ Inpatient psychiatric services ■ Transitional care units (TCU) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> ■ Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days
Inpatient services for substance use disorders (adults and adolescents)		
<ul style="list-style-type: none"> ■ Acute residential withdrawal management (ASAM level 3.7 detox) ■ Clinical stabilization services (CSS) (ASAM level 3.5) ■ Dual diagnosis acute treatment (DDAT) (ASAM level 3.5) ■ Inpatient substance use disorder services, medically managed (ASAM level 4 detox) 	<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 non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ■ Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days
Office services		
<ul style="list-style-type: none"> ■ Acupuncture withdrawal management 	N/A	Needs preapproval
<ul style="list-style-type: none"> ■ Applied Behavioral Analysis (ABA) ■ Dialectical behavioral therapy (DBT) ■ Psychiatric visiting nurse services ■ Transcranial magnetic stimulation (TMS) 	Needs preapproval	Needs preapproval
Outpatient services		
<ul style="list-style-type: none"> ■ Day treatment 	N/A	Needs preapproval
<ul style="list-style-type: none"> ■ Community support programs (CSP) ■ Family stabilization teams (FST) ■ Partial hospitalization programs for mental health conditions (PHP) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> ■ Partial hospitalization programs for substance use disorders (PHP) (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 non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ■ Intensive outpatient programs (IOP) ■ Structured outpatient addictions programs (SOAP) 	Notify UniCare within 48 hours	<ul style="list-style-type: none"> ■ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ■ All other non-contracted providers: Needs preapproval