



# Radiology and Cardiology Provider Office Staff Training

March 10, 2023

**Note:** Carelon Medical Benefits Management, Inc. is an independent company providing pharmacy benefit management services for Healthy Blue provider on behalf of Blue Cross and Blue Shield of North Carolina. Healthy Blue is a Medicaid plan offered by Blue Cross and Blue Shield of North Carolina. Blue Cross and Blue Shield of North Carolina is an independent licensee of the Blue Cross Blue Shield Association. © Marks of the Blue Cross Blue Shield Association. All other marks are the property of their respective owners.  
NCHB-CD-023945-23 June 2023

## Objective

Effective November 1, 2022, Carelon Medical Benefits Management, Inc. began managing radiology and cardiology reviews for Healthy Blue® membership. Our objective today is to help you understand what this means to you and your practice.

## Agenda

Introduction to Carelon Medical Benefits Management

Healthy Blue Program Overview

Preparing for the Program Go-Live

Carelon Medical Benefits Management provider portal  
Order Request Demonstration

Additional Carelon Medical Benefits Management  
provider portal features

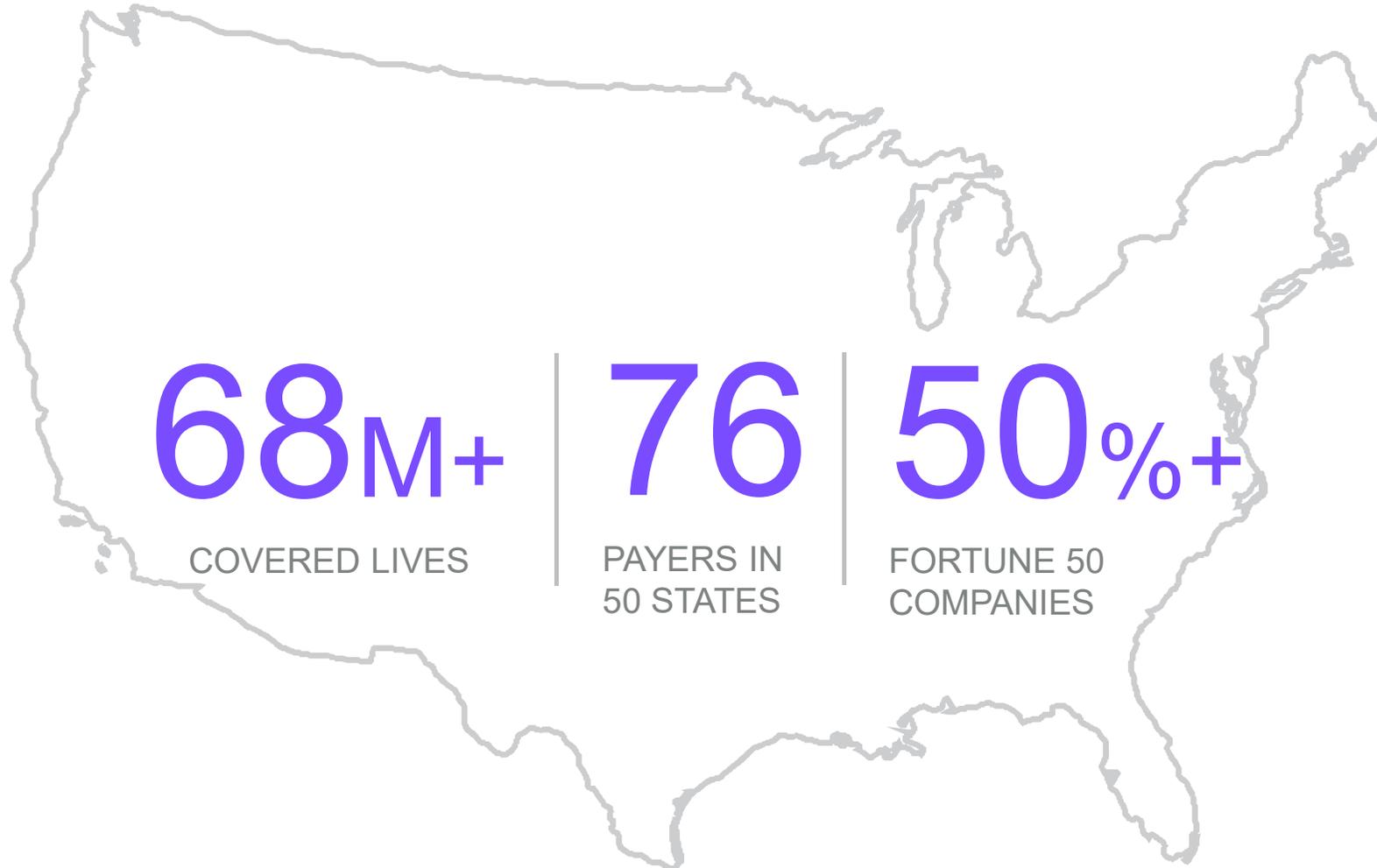
Questions



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Proprietary and confidential.



# Carelon Medical Benefits Management's business is national in scale and scope across multiple solutions







Our collaborative approach enhances the provider experience

90%

OVERALL SATISFACTION

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4-5MIN

AVERAGE INTAKE TIME

---

92%

SATISFACTION WITH PORTAL EASE OF USE

---

87%+

OF REQUESTS RESOLVED WITHIN 24 HOURS

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# Our multispecialty team of physicians assures clinical credibility



**STACEY  
BAN**

Vice President and  
National Medical  
Director, Medical  
Oncology



**CHRIS  
BUCKLE**

National Medical  
Director, Radiology and  
Guideline Development



**RUPA  
NIMMAGADDA**

Associate Medical Director,  
Government Programs



**MICHAEL J.  
FISCH**

National Medical  
Director,  
Medical Oncology  
Programs and Genetics



**MATTHEW  
PATTON**

Associate Medical Director,  
Surgical Procedures



**THOMAS P.  
POWER**

National Medical Director,  
Cardiology, Sleep Medicine,  
and Surgical Procedures



**KERRIE  
REED**

National Medical  
Director, Rehabilitation



**RICHARD  
VALDESUSO**

National Medical  
Director, Musculoskeletal



**ROBERT  
ZIMMERMAN**

National Medical  
Director, Radiation  
Oncology





# Healthy Blue Program Overview

*Note: Carelon Medical Benefits Management Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.*



# Services requiring preauthorization

## RADIOLOGY

- Computed tomography (CT), including CTA
- Magnetic resonance imaging (MRI), including MRA, MRS, MRM, fMRI
- Nuclear Cardiology
- Positron emission tomography (PET)

## CARDIOLOGY

- Stress Echocardiology (SE)
- Resting Transthoracic Echocardiology (TTE)
- Transesophageal Echocardiology (TEE)

## EXPANDED CARDIOLOGY

- Diagnostic Coronary Angiography
- Arterial Duplex
- Percutaneous Coronary Intervention (PCI) such as cardiac stents and balloon angioplasty
- Physiologic Study Arterial



# Settings requiring preauthorization



# Ordering provider-initiated requests

Prospective Utilization Management program for all services

**PROSPECTIVE REQUESTS**

Retrospective reviews within 2 business days of the initial date of service for all cardiac study cases except for PCI, Arterial Duplex Imaging, Cardiac Resynchronization Therapy, Implantable Cardioverter Defibrillators, and Pacemakers

**RETROSPECTIVE REQUESTS**

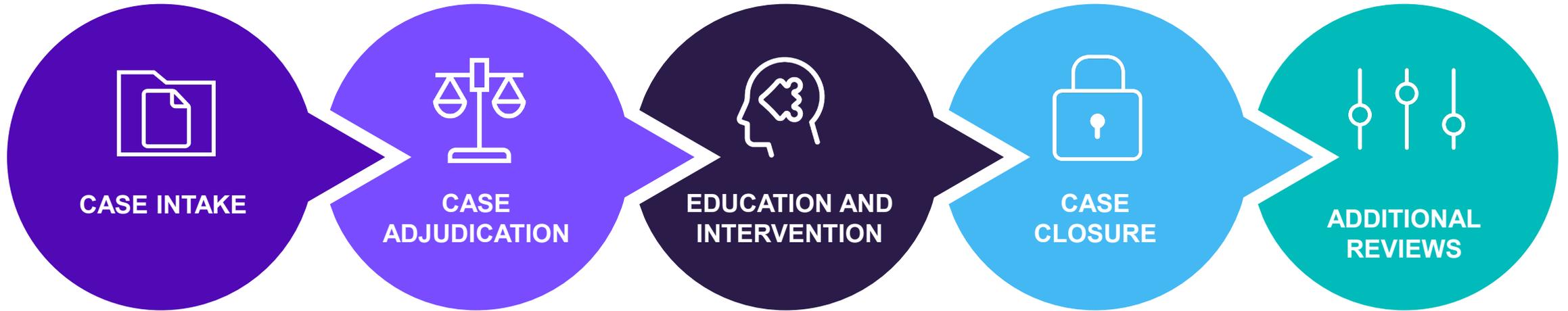
Their retrospective reviews timeframe is within 10 business days of the date of service

**RECONSIDERATIONS**

Carelon Medical Benefits Management will verbally accept additional clinical information not previously submitted for a denied case for a period of up to 10 days



# Clinical review steps



1. Member demographics

2. Ordering and servicing provider demographics

3. Clinical case information

1. Requests are reviewed in real time against CMS coverage determinations (NCD/LCDs), Healthy Blue medical policy and/or Carelon Medical Benefits Management clinical guidelines

1. Peer-to-peer discussion if previous adjudication indicated that case does not meet clinical criteria

1. Document final review outcome  
2. Messaging of final review outcome to provider  
3. Case final determination letter generated  
4. Extract case information to Blue Cross® and Blue Shield® of North Carolina

1. Pre-service reconsiderations  
2. First level provider appeals and first level member appeals are managed by Blue Cross® and Blue Shield® of North Carolina



# How long is a preauthorization valid?

**ORDER NUMBER VALID TIMEFRAME IS BASED ON:**

The day the case was entered +60 calendar days



# Carelon Medical Benefits Management closes most cases within 24 hours



## Case turn around times

<b>CASE</b>		
Non-urgent Commercial	●	Shall close within N/A days
Non-urgent Medicare Advantage	●	Shall close consistent with CMS guidelines
Non-urgent Medicaid	●	Shall close within 5 business days
Urgent Commercial	●	Shall close within N/A days
Urgent Medicare Advantage	●	Shall close within 48 hours of receipt
Urgent Medicaid	●	Shall close within 24 hours of receipt





# Healthy Blue is Live

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# Healthy Blue Radiology & Cardiology start date



Contact center and  
provider portal open



Program goes live

*Contact center and provider portal has been available since November 1, 2022 for preauthorization requests with dates of service rendered on or after November 1, 2022.*



# Submitting an order request



## Provider portal

- Register at [www.providerportal.com](http://www.providerportal.com)
- Available 24 hours/day, 7 days/week except for maintenance on Sundays from 12-6 pm CT
- SSO through EPA for out-of-state providers (Blue plans only)
- Provider portal support team: (800) 252-2021



## Carelon Medical Benefits Management contact center

- Dedicated toll-free number: (866) 745-1788
- Contact center hours: 7 AM – 7 PM (ET) M-F
- Voicemail messages received after business hours will be responded to the next business day

\* Carelon Medical Benefits Management call center is closed on the following holidays: Christmas Day



# Which Healthy Blue members need preauthorization through Carelon Medical Benefits Management?



## Included lines of business (products):

Medicaid



## Excluded lines of business (products):

Commercial

Medicare

*Please contact the health plan to verify preauthorization requirements for members who are not found within the Carelon Medical Benefits Management system.*

*If the health plan confirms eligibility, they may contact Carelon Medical Benefits Management to have the member manually added into the Carelon Medical Benefits Management system.*



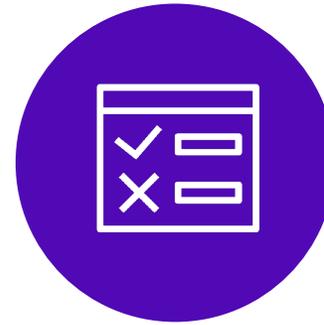
# Order request checklist

Gather necessary information prior to logging into the Carelon Medical Benefits Management provider portal



Order demographic requirements:

- Member's first and last name and date of birth
- Ordering provider's first and last name
- Name and location of facility

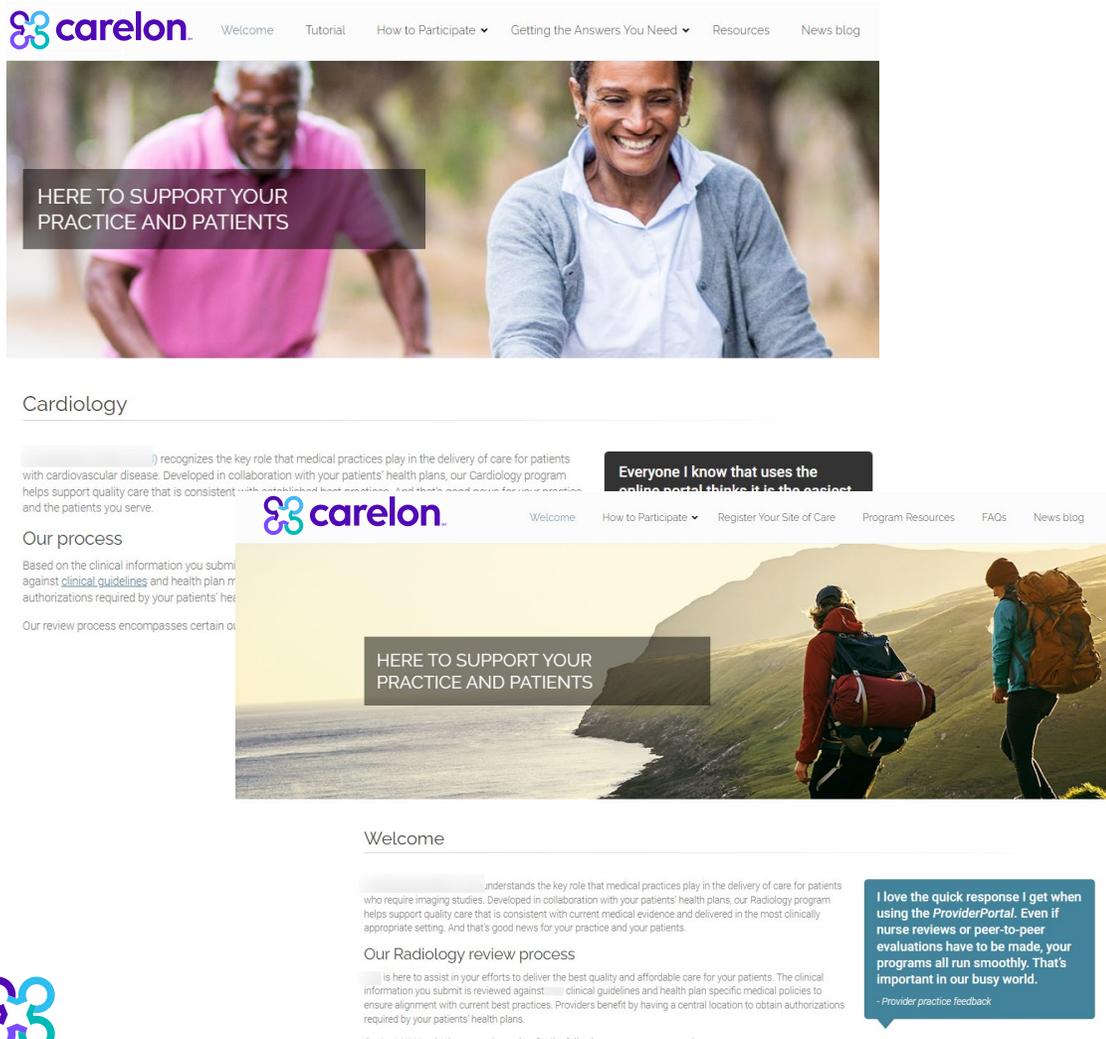


Order clinical requirements:

- Date of Exam
- CPT code(s) and name of the exam being requested
- Member's diagnosis



# Provider microsite



## Providers can visit the Microsite for:

- › Register on the Carelon Medical Benefits Management provider portal
- › Clinical Guidelines
- › Order Request Checklists

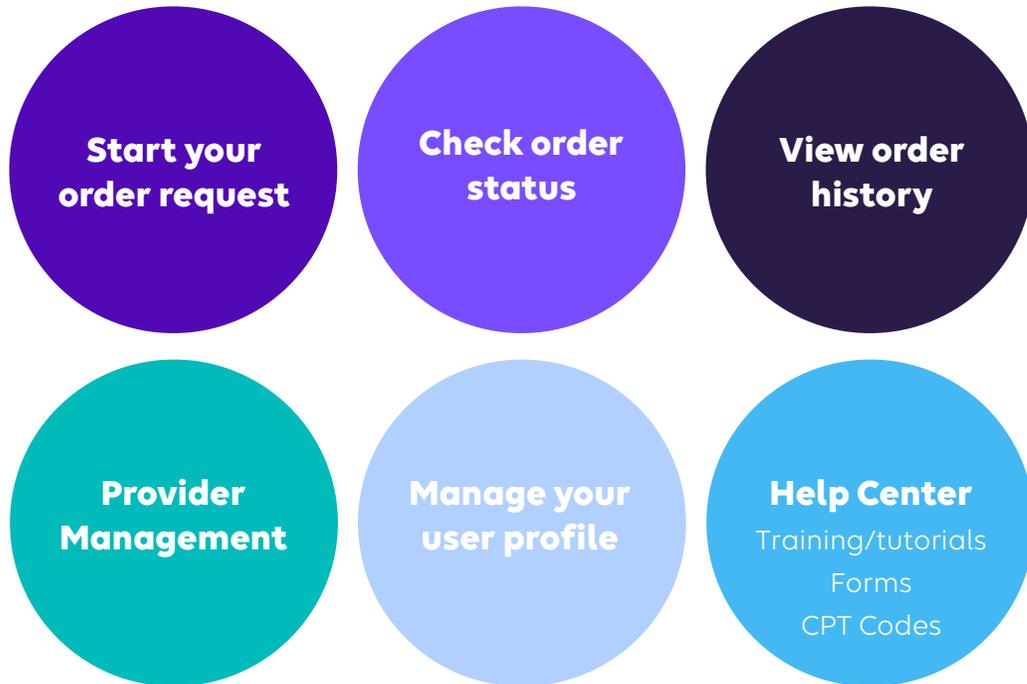
<https://providers.Carelon Medical Benefits Managementmedicalbenefitsmanagement.com/radiology/>

<https://providers.Carelon Medical Benefits Managementmedicalbenefitsmanagement.com/cardiology/>



# Provider portal highlights

## Provider portal modules



## Provider portal access and registration

- Register at Carelon Medical Benefits Management via [www.providerportal.com](http://www.providerportal.com)
- Select your User Role
- Enter Username and Password
- Enter value for unique key (I.e., TIN, NPI)
- Check your inbox for an email from Carelon Medical Benefits Management



# Benefits of obtaining prior authorization and post service reviews using the Carelon Medical Benefits Management provider portal



Self Service Case Entry available 24/7



Define favorite physician list for easier lookup and faster case entry



Online Approvals using smart clinical algorithms  
Transparent feedback before transferring to clinical review, if necessary



Multiple staff can enter and view practice orders to avoid duplicate order requests  
Easy access to print and save PDF of Order Summary



Training and tutorials available, including clinical criteria and CPT Code lists



# Log into the provider portal to register

**Access the provider portal at:**

<https://providerportal.com>

If you are registered with the Carelon Medical Benefits Management *provider portal*, log in with your existing user account

or

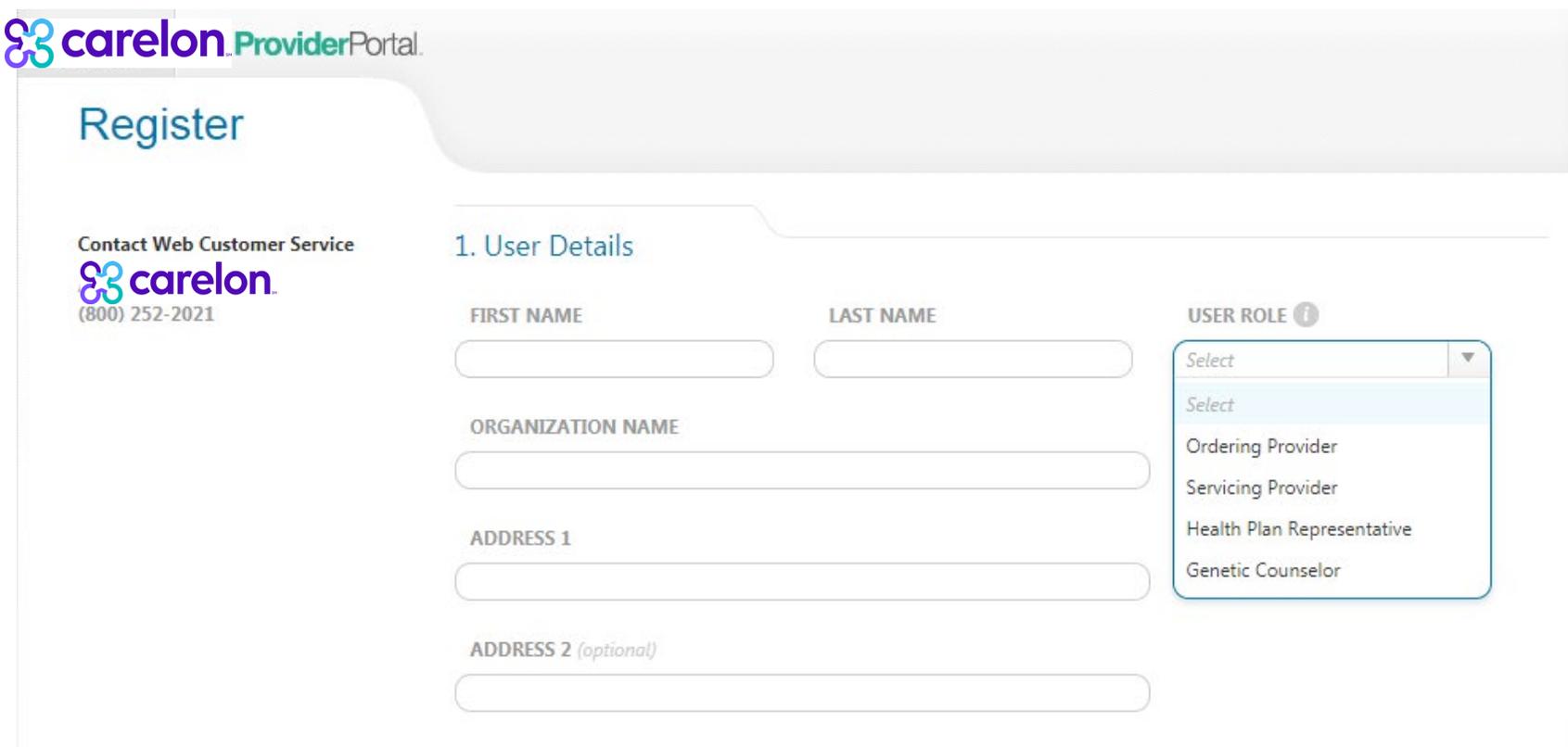
Click the “**Register**” button to begin your registration process if you are a new user



# Registering via the provider portal

Enter your name & practice information to begin registering

Select the applicable user role type, scroll down to continue



The screenshot shows the 'Register' page of the Carelon Provider Portal. The page header includes the Carelon logo and 'ProviderPortal'. Below the header, the title 'Register' is displayed. On the left, there is contact information for web customer service: 'Contact Web Customer Service', the Carelon logo, and the phone number '(800) 252-2021'. The main content area is titled '1. User Details' and contains several input fields: 'FIRST NAME', 'LAST NAME', 'ORGANIZATION NAME', 'ADDRESS 1', and 'ADDRESS 2 (optional)'. To the right of these fields is a 'USER ROLE' dropdown menu with an information icon. The dropdown menu is open, showing a list of roles: 'Select', 'Select', 'Ordering Provider', 'Servicing Provider', 'Health Plan Representative', and 'Genetic Counselor'.



# Registering via the provider portal

## 3. Application Selection

Select the applications you will need to access.

Health Plan Utilization Review Programs *i*

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

### PROVIDER IDENTIFIER *i*

Select

Select

Tax ID (TIN)

Group TIN

NPI

Group NPI

Provider ID

4.

I Agree to the Terms of Service

Enter your **practice's Group identifier**. E.g., TIN

Select the type of ID you will be using to register from the drop-down list

Then type in the number in the following field.





# Provider portal Radiology order request demonstration

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# Start your order request

Order Request | Medicare AUC | Logout

Welcome DEMO TRAINING | Provider Management | Manage Your User Profile | Help Center

Start Your Order Request Here

Check Order Status

View Order History

Check Member's Eligibility

Access Your Optinet Registration

Service Date \* MM/DD/YYYY

Member Details:

First Name \*

Last Name \*

Member ID \*

Date of Birth \* MM/DD/YYYY

Hide Search Tips ^

- For all Radiology requests use Date of Service. For Genetic Testing use the testing date. For all other requests, use Service Date.
- In the member's id number entry, do not include the dependent code.
- For Federal Employee (FEP) members, please include the leading "R" in the search. If there is an asterisk as part of the Member ID, do not enter it before searching.
- Member not found? Try entering only one character of the patient's first name and two characters of the last name. If you are still having issues, try removing the prefix from the member's id number (first three characters of the member's ID number) and search again.

Find This Member

Message Center

Secure Message (0)

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

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

Provider Resources

Radiology Tutorial  
Genetic Testing Tutorial

To start an order request, enter the “**Date of Service**” field on the provider portal homepage.

A member search is completed by providing the following:

- Member First Name
- Member Last Name
- Member ID
- Member Date of Birth

Select “**Find this member**”

You may also:

- Check Order Status
- View Order History
- Check Member's Eligibility
- Provider Management
- Manage Your User Profile
- Help Center



# Order type selection

Order Request Logout

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[Back to Homepage](#) [Print Preview](#)

**Member Details**

**85BEAR, YOGI**  
RT 7 BOX 70  
ALBANY, IN 47320  
Service Date: 2/4/2022 [Edit Service Date](#)

Date of Birth: 01/01/1994 Age: 28  
Male  
Member ID: 378198032 | Alpha Prefix: HCG

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**Eligibility Details**

Effective: 10/01/2009-12/31/9999 Product Code: PPO | Employer Group ID: 851

**The following solutions for the service date entered require a Pre-Authorization:**  
To initiate a request, please select the solution and then click the Start Order Request to start your request.

 <b>Diagnostic Imaging</b> View Code List Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET	 <b>Cardiovascular</b> View Code List Coronary Angiography, Percutaneous Coronary Intervention, Arterial Ultrasound, Physiologic Arterial Study, Cardiac Devices (ICD, CRT, Pacemaker)	 <b>Musculoskeletal</b> View Code List Joint Surgery, Spine Surgery & Interventional Pain Management	 <b>Radiation Therapy</b> View Code List 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT
 <b>Chemotherapy and Supportive Drugs</b> View Code List Review of cancer drugs, side effect management and treatment pathways	 <b>Genetic Testing</b> View Code List Laboratory testing for the inheritance or management of genetic conditions		

Confirm the contact information for the Member to begin a new request for the selected solution.

Phone:  Type:

**Urgent requests are not expected given the scope of AIM's services. If you have any questions about a possible urgent request, please contact 800-554-0580.** [Start Order Request](#)

**The following solutions for the service date entered do not require Pre-Authorization by AIM. Please contact the health plan using the number on the back of the member's ID card to determine if a Pre-Authorization is required.**

 <b>Sleep Management</b> View Code List Diagnostic Sleep Study (home/lab), Titration Study, APAP/BPAP/CPAP, Oral Appliances, MSLT, MWT	 <b>Other Surgical and Endoscopic Procedures</b> View Code List Site of Care review for certain outpatient surgical & endoscopic procedures
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Only solutions that are currently managed by Carelon Medical Benefits Management for the member will appear on the order type selection screen

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



# Member order request history

Order Request Logout

Step: 1 2 3 4 5

Please verify the list of Order requests below to ensure you are not entering a duplicate case.

85BEAR, YOGI [Edit](#) [Hide Details](#)

Member #: 378198032 Date of Service: 2/4/2022  
Date of Birth: 1/1/1994 Health Plan: [REDACTED]

Member History								Records Per Page: 10
Order ID	Order Status	Date of Service	Exam Description	Ordering Provider	Outcome	Reason	Summary	
110211856	Authorized	02/01/2022	Resting Transthoracic Echocardiography	SHARPE, BRYAN	Authorized	Criteria Met	<a href="#">View</a>	
110211139	Authorized	01/21/2022	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110210608	Authorized	12/28/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110210541	Authorized	12/24/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110210543	Authorized	12/24/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110210430	Authorized	12/17/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110210010	Authorized	12/11/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110209630	Authorized	12/10/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	
110209323	In Progress	12/09/2021	Head/Brain - CT	SIMS, JOHN			<a href="#">View</a>	
110209035	Authorized	12/08/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>	

1 of 5 Total Number of Records Found: 48

[Return to Search Results](#) [Next](#) [Delete This Request](#)

= Multiple Decisions Rendered

The Member History screen will allow the user to view historical order requests for the given member.



# Ordering provider selection

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.

The screenshot shows the 'Order Request' application interface. At the top, there is a navigation bar with 'Order Request' and 'Logout'. Below this, a progress indicator shows 'Step: 1 2 3 4 5', with '2' highlighted. The main content area is titled 'Step 2: Please select the Ordering Provider from the list below'. On the left, there is a 'Ordering Provider Search' sidebar with a 'Search Type' section containing radio buttons for 'Name' (selected), 'TIN or NPI', and 'Address'. Below this are input fields for 'FIRST NAME', 'LAST NAME', and 'STATE' (set to 'Indiana'), along with 'Search' and 'Clear' buttons. The main area displays a table of 'Ordering Providers' with columns for Name, Address, City, Specialty, and Health Plan. The table is filtered to show 22 records, with the first one selected. Navigation tabs at the top of the table include 'Recent', 'Favorites', 'Search Results', and 'Expanded Search'. A 'Delete This Request' button is located at the bottom right of the table area.

Name	Address	City	Specialty	Health Plan
★ BUTTERMANN, GLENN	730 10TH AVE	BALDWIN	Orthopedic Surgery	Health Plan One
★ DANZL, DANIEL	530 S JACKSON ST	LOUISVILLE	Emergency Medicine-Critical Care	Health Plan One
★ SCULLY, THOMAS	2 PROGRESS POINT PKWY	OFALLON	Urology	Health Plan One
★ SHARPE, BRYAN	18051 RIVER AVE STE 200	NOBLESVILLE	Family Practice	Health Plan One
★ SACHS, ASHLEY	15100 N US HIGHWAY 25 E STE 1	CORBIN	Nurse/ Nurse Practitioner	Health Plan One
★ ABBOTT, PATRICIA	7500 STATE RD	CINCINNATI	Nurse/ Nurse Practitioner	Health Plan One
★ CARR, STEVEN	8111 S EMERSON AVE	INDIANAPOLIS	Anesthesiology	Health Plan One
★ HON, EMILY	8111 S EMERSON AVE	INDIANAPOLIS	Gastroenterology	Health Plan One
★ KIESEL, LISA	10294 S 150 W	HAUBSTADT	Physical Therapist	Health Plan One
★ SCULLY, THOMAS	226 S WOODS MILL RD STE 40W	CHESTERFIELD	Urology	Health Plan One



# Ordering provider fax number

Enter the fax number to be used when communicating with the ordering provider 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.

Order Request

Step: 1 2 3 4 5

Step 2: Please select the Ordering Provider from the list below

85BEAR, YOGI [Edit](#) [Hide Details](#)

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan:

Ordering Provider Search

Search Type:  
 Name  
 TIN or NPI  
 Address

FIRST NAME:  
LAST NAME:  
STATE: Indiana

[Search](#) [Clear](#)

Name	Address	City	Specialty	Health Plan
★ BUTTERMANN, GLENN	730		Orthopedic Surgery	
★ DANZL, DANIEL	530		Emergency Medicine-Critical Care	
★ SCULLY, THOMAS	2 PR		Urology	
★ SHARPE, BRYAN	180E		Family Practice	
★ SACHS, ASHLEY	1510		Nurse/ Nurse Practitioner	
ABBOTT, PATRICIA	7500 STATE RD	CINCINNATI	Nurse/ Nurse Practitioner	
★ CARR, STEVEN	8111 S EMERSON AVE	INDIANAPOLIS	Anesthesiology	
★ HON, EMILY	8111 S EMERSON AVE	INDIANAPOLIS	Gastroenterology	
KIESEL, LISA	10294 S 150 W	HAUBSTADT	Physical Therapist	
SCULLY, THOMAS	226 S WOODS MILL RD STE 40W	CHESTERFIELD	Urology	

1 of 2 Total Number of Records Found: 22

[Delete This Request](#)



# Exam selection

The screenshot displays the 'Order Request' interface. At the top, the patient's name 'B5BEAR, YOGI' is shown with an 'Edit' link. Below this, patient details are listed: Member #: 378198032, Date of Service: 2/4/2022, Date of Birth: 1/1/1994, Health Plan: [redacted], and Ordering Provider: SHARPE, BRYAN. A 'Hide Details' link is also present. The main area is divided into two sections. On the left, the 'ENTER EXAMS' section features a search bar for 'CPT CODE', a radio button for 'OR', and two dropdown menus for 'EXAM' and 'DESCRIPTION'. An 'Add Exam' button and a 'Clear' link are at the bottom of this section. On the right, the 'EXAMS REQUESTED (1)' section shows a list of exams. The first entry is 'Brain (Includes IACs, Pituitary) - MRI with contrast', with a 'Delete Exam' link. Below the list are 'Withdraw Request' and 'Next' buttons. A progress indicator at the top right shows five steps, with the third step (Exam Selection) highlighted. A 'Logout' link is in the top right corner.

You can 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

The screenshot displays the 'Order Request' interface for a patient named YOGI BEAR. The patient's details include Member # 378198032, Date of Service 2/4/2022, Date of Birth 1/1/1994, and Ordering Provider SHARPE, BRYAN. The interface is divided into two main sections: 'ENTER EXAMS' and 'EXAMS REQUESTED'. The 'ENTER EXAMS' section on the left contains a search field for CPT codes, a dropdown menu for 'EXAM', and another dropdown menu for 'DESCRIPTION'. Below these are 'Add Exam' and 'Clear' buttons. The 'EXAMS REQUESTED' section on the right lists two exams: 'Brain (Includes IACs, Pituitary) - MRI with contrast' and 'Angiography,Head - MRA with contrast'. Each exam entry has a 'Delete Exam' link and a 'Withdraw Request' button. A 'Next' button is located at the bottom right of the 'EXAMS REQUESTED' section. The top of the interface shows the 'Order Request' title, a 'Logout' link, and a progress indicator with five steps, where the third step is currently active.

If you need to review another exam 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.



# Enter member's diagnosis

The screenshot shows a web application interface for entering a diagnosis. At the top, there is a navigation bar with 'Order Request' and 'Logout'. Below this, a patient information box displays: Member #: 378198032, Date of Service: 2/4/2022, Date of Birth: 1/1/1994, Health Plan: [redacted], and Ordering Provider: SHARPE, BRYAN. A 'Hide Details' link is present. To the left, a section titled 'EXAMS REQUESTED (2)' shows 'Brain (Includes IACs, Pituitary) - MRI' and 'Angiography, Head - MRA'. The main area is titled 'ENTER DIAGNOSIS' and contains a search input field with 'head' entered. Below the input is a list of matching ICD codes and descriptions, including R51.9 (Headache, unspecified), G44.1 (Vascular headache), G97.1 (Headache after LP), G43.909 (Migraine), F45.41 (Stress headache), G43.B0 (Ocular headache), G44.89 (Allergic headache), R51.0 (Postural headache), G44.009 (Cluster headache), and G44.209 (Tension headache). A 'Withdraw Exam' button is at the bottom.

Choose the exam 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.



# Enter member's clinical information

The screenshot shows a web-based medical form titled "ENTER MEMBER'S CLINICAL INFORMATION". On the left, a sidebar lists "EXAMS REQUESTED" with "Brain (Includes IACs, Pituitary) - MRI" selected. The main form area is divided into two sections: "CLINICAL SCENARIO" and "CLINICAL DETAILS".

**CLINICAL SCENARIO**  
Headache

**CLINICAL DETAILS**

\*Which types of headache patterns are consistent with this patient's symptoms?

- Migraine
- Tension-type headache
- Chronic daily headache
- Medication overuse headache
- Unspecified or undifferentiated headache not accounted for by above
- None of these apply
- Unknown

\*Which of the following best describes the time frame of the headache?

- New or acute headache
- Recurrent, persistent, or chronic

**EDIT CLINICAL DETAILS**

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

**CLINICAL SCENARIO**  
Headache

\*Which of the following best describes the time frame of the headache?

- New or acute headache
- Recurrent, persistent, or chronic headache
- Unknown

\*Select all that apply. (Select all that apply)

- Headache is brought on by exertion or Valsalva
- Headache is associated with intracranial infection
- Headache is associated with acute trauma
- Positional or postural headache (includes morning headache)
- Established personal history of cancer or immunodeficiency
- Abnormal neurologic exam in between or during headache episodes (does not include photophobia and nausea)

Withdraw Exam

Once the diagnosis code has been entered, the user will enter the necessary member's clinical information.

Click "**Next**" to continue with the case after entering the member's clinical information.



# Exam summary

### EXAM SUMMARY

**!** Your request for Brain (Includes IACs, Pituitary) - MRI does not meet medical necessity criteria based on the information provided. Please review the Clinical Criteria information specific to this exam below.

Step 1 Exam  
**Brain (Includes IACs, Pituitary) - MRI**

**CLINICAL CRITERIA**

The criteria below may help you determine if this exam is clinically appropriate.

No Clinical Criteria information is available for this exam.

Please confirm your information is accurate:

Step 2 Clinical Scenario  
**Headache** Edit  
ICD Code / Description  
R51.9 Headache, unspecified (Headache)

**CLINICAL DETAILS** Edit

Which types of headache patterns are consistent with this patient's symptoms? **Unspecified** or **undifferentiated headache not accounted for by above**

Which of the following best describes the time frame of the headache? **New** or **acute headache**

Select all that apply.  
**Positional or postural headache (includes morning headache)**

If you have answered "other" or "unknown" or "none of these apply" to any question and did not enter additional clinical information, it may affect the outcome of this case. You have the following options:

Step 3

- Review the outcome of this request with the ordering provider to obtain further information/guidance.
- If you need to review additional information with the ordering provider you can save by exiting this request. It can be accessed in View Order History.
- Edit Clinical Criteria information to ensure required responses are accurate and complete.
- The ordering provider can call 800-554-0580 for a peer-to-peer discussion with an AIM physician reviewer.
- Withdraw this Request.



The Exam Summary allows the user to view the clinical information entered for the requested service.

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

If the exam doesn't meet medical necessity, the user will be presented with this information on the Exam Summary screen.

The user will be given an option to “**Withdraw Exam**”, “**Withdraw Request**”, or select “**Continue**”

# Exam information

The screenshot displays a web application interface for an 'Order Request'. At the top, there is a navigation bar with a home icon, the text 'Order Request', and a 'Logout' link. Below this, a progress indicator shows 'Step: 1 2 3 4 5 6', with step 4 highlighted. The main content area is divided into sections. The first section, titled '85BEAR, YOGI', contains patient details: Member # 378198032, Date of Service 2/4/2022, Date of Birth 1/1/1994, Health Plan, and Ordering Provider SHARPE, BRYAN. A 'Hide Details' link is present. The second section, 'EXAM INFORMATION', lists two exams: 'Brain (Includes IACs, Pituitary) - MRI with contrast' and 'Angiography, Head - MRA with contrast'. Each exam has 'Review Exam' and 'Withdraw Exam' links. A 'Withdraw Request' button is located at the bottom left, and a 'Next' button is at the bottom right. A small note states: 'If you've added all desired exams, click Next to Continue.'

The Exam Information allows the user to view the clinical information entered for the requested service.

The user will be given an option to “**Withdraw Exam**”, “**Withdraw Request**”, “**Add Exam**” or select “**Next**” to continue with the order review.



# Servicing facility selection

Select the servicing provider location by clicking on the name from a list of frequently used providers.

If you are unable to locate the servicing provider location, you can select “**Find Provider**” button to search for additional facilities.

Select the “**Submit a Facility**” button if you are unable to locate the facility and want to manually add a facility location for the order request.

Order Request Logout

Step: 1 2 3 4 5

Step 5: Please Choose a Facility

85BEAR, YOGI Hide Details

Member #: 378198032 Date of Service: 2/4/2022  
Date of Birth: 1/1/1994 Health Plan:   
Ordering Provider: SHARPE, BRYAN

Find Provider

FACILITY NAME: MRI  
CITY:  
STATE: Indiana  
ZIP:  
GROUP NPI:

Find Clear

Facility Search Results Records Per Page: 10

Facility Name	Provider Type	Typical Low	Typical High	Avg	Site Score	Distance	Address	City	State	Zip	Phone	Network Status	Designation	Action
MARION OPEN MRI	FSIC	-	-	-	--	38.37	2716 S WESTERN AVE STE A	MARION	IN	46953	(765)662-0100	In Network		<a href="#">View Details</a>
COMMUNITY OPEN MRI OF AUBURN	FSIC	-	-	-	--	79.39	1401 N 13TH ST STE B	DECATUR	IN	46733	(260)728-4674	In Network		<a href="#">View Details</a>
FORT WAYNE OPEN MRI LLC	FSIC	-	-	-	--	86.55	2428 LAKE AVE	FORT WAYNE	IN	46805	(260)422-1491	In Network		<a href="#">View Details</a>
UPRIGHT MRI	FSIC	-	-	-	--	88.04	6811 LIMA RD	FORT WAYNE	IN	46818	(260)909-2323	In Network		<a href="#">View Details</a>
EASY MRI	FSIC	-	-	-	--	90.67	9921 COLDWATER RD	FORT WAYNE	IN	46825	(260)338-4800	In Network		<a href="#">View Details</a>
COMMUNITY OPEN MRI OF AUBURN	FSIC	-	-	-	--	105.08	411 SMITH DR	AUBURN	IN	46708	(260)925-6736	In Network		<a href="#">View Details</a>
SOUTHLAKE MRI AND DIAGNOSTIC CENTER LLC	FSIC	-	-	-	--	120.31	108 E 90TH DR ONE CAMBRIDGE SQ	MERRILLVILLE	IN	46410	(219)795-1801	In Network		<a href="#">View Details</a>
OPENSIDED MRI OF LOUISVILLE LLC	FSIC	-	-	-	--	121.71	1802 E 10TH ST	JEFFERSONVILLE	IN	47130	(812)282-0167	In Network		<a href="#">View Details</a>
OPENSIDED MRI LLC	FSIC	-	-	-	--	123.67	120 W COURT AVE	JEFFERSONVILLE	IN	47130	(812)282-0617	In Network		<a href="#">View Details</a>
SAINT MARY OPEN MRI AND CT	FSIC	-	-	-	--	128.73	8149 KENNEDY AVE STE A	HIGHLAND	IN	46322	(219)923-8540	In Network		<a href="#">View Details</a>

1 of 2 Total Number of Records Found: 16

For information on how the Exam costs and Site Score are determined, [Click Here](#)

FSIC = Free Standing Imaging Center -- = Cost data not available ■ = In Network  
HOSP = Outpatient Hospital Department -- = Site data not submitted by provider ■ = Out of Network  
PHYS GROUP = Physician Group

[Back](#) [Submit a Facility](#) [Delete this Request](#)



# Servicing provider summary

Order Request Logout

Step: 1 2 3 4 5

85BEAR, YOGI Hide Details

Member #: 378198032    Date of Service: 2/4/2022  
Date of Birth: 1/1/1994    Health Plan:    
Ordering Provider: SHARPE, BRYAN

Servicing Provider Summary

Servicing Provider

**COMMUNITY OPEN MRI OF AUBURN** [Change Provider](#)

411 SMITH DR    Phone Number: (260)925-6736    Individual NPI: 1003830779  
AUBURN, IN 46706-0000    Fax: (260)925-4720    TIN: 270047693  
Client Provider ID: 100159554

The Servicing Provider Summary displays the selected servicing provider.

The end user may input the servicing provider's fax number or change the servicing provider is necessary before continuing with the case.

Select "**Continue**" to proceed with the case.



# Order request preview

Order Request Logout

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

The selected provider has not submitted site data related to at least one of the procedures ordered on this case.

## Order Request Preview

Request Status: **Has Not Been Submitted**      Health Plan:        Scheduled Date of Service: **02/04/2022**

---

<b>Member Information:</b> 85BEAR, YOGI Member #: YRP378198032 RT 7 BOX 70 ALBANY, IN 47320 Date of Birth: 01/01/1994 Phone: (972)971-1515	<b>Ordering Provider:</b> SHARPE, BRYAN 18051 RIVER AVE STE 200 NOBLESVILLE, IN 460627092 Phone: (317)773-0002 Fax: (317)776-6095 NPI: 1063499085	<b>Servicing Provider:</b> <a href="#">Edit</a> COMMUNITY OPEN MRI OF AUBURN 411 SMITH DR AUBURN, IN 46706-0000 Phone: (260)925-4736 Fax: (260)925-4720 NPI: 1003830779 TIN: 270047693
--	---	--

---

The information below was obtained from the Ordering Provider and has not been independently verified by assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record.  
Please call 800-554-0580 for all Urgent Requests.

**REQUESTED EXAMS**

EXAM	REQUEST STATUS	REASON	ACTION
<b>Brain (Includes IACs, Pituitary) - MRI</b> With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>
<b>Angiography,Head - MRA</b> With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>



The Order Request Preview allows users to confirm the requested items prior to submission.

Select the “**Submit This Request**” button to submit the order request

# Order request preview

The order request preview will display the requested exams and the applicable CPT codes that are included within the order request

## REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Brain (Includes IACs, Pituitary) - MRI With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>
Angiography,Head - MRA With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>

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
70544	MRA, head, w/o contrast	Angiography,Head - MRA
70545	MRA, head, w/contrast	Angiography,Head - MRA
70546	MRA head, w/o cntrst flwd by cntrst	Angiography,Head - MRA
70551	MRI of brain	Brain (Includes IACs, Pituitary) - MRI
70552	Contrast MRI of brain	Brain (Includes IACs, Pituitary) - MRI
70553	MRI of brain and further sequences	Brain (Includes IACs, Pituitary) - MRI
76376*	3d render w/intrp postproces	Brain (Includes IACs, Pituitary) - MRI
76377*	3d render w/intrp postproces	Brain (Includes IACs, Pituitary) - MRI

Total Records Found : 8

\* Secondary codes do not require a separate order.

The issuance of an Order ID is not a guarantee of benefits; payment is subject to the member's eligibility and plan provisions in effect at the time of service.



# Order request summary

The selected provider has not submitted site data related to at least one of the procedures ordered on this case.

## Order Request Summary

Order ID: 110211857

✔ Authorized

Health Plan:   
 Scheduled Date of Service: 2/4/2022

Approval Valid Through: 02/01/2022 - 03/02/2022

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

### Member Information:

85BEAR , YOGI  
Member #: YRP378198032  
RT 7 BOX 70  
ALBANY , IN 47320  
Date of Birth: 01/01/1994  
Phone: (972)971-1515

### Ordering Provider:

SHARPE , BRYAN  
18051 RIVER AVE STE 200  
NOBLESVILLE , IN 460627092  
Phone: (317)773-0002  
Fax: (317)776-6095  
NPI: 1063499085

### Servicing Provider:

[Edit](#)  
COMMUNITY OPEN MRI OF AUBURN  
411 SMITH DR  
AUBURN , IN 46706-0000  
Phone: (260)925-6736  
Fax: (260)925-4720  
NPI: 1003830779  
TIN: 270047693

The information below was obtained from the Ordering Provider and has not been independently verified by [Community Health Plan of Indiana](#). [Community Health Plan of Indiana](#) assumes no responsibility for the accuracy of this information or for its consistency with the patient's medical record. Please call 800-554-0580 for all Urgent Requests.

### REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Brain (Includes IACs, Pituitary) - MRI With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>
Angiography,Head - MRA With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>

Approved requests will display an Order ID number and Approval Valid Through date within a green box.

You can **“Print”** or **“Save to a PDF”** to include in the patient's chart.





# Provider portal Cardiology order request demonstration

*Note: Carelon Medical Benefits Management Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.*



# Start your order request

Order Request | Medicare AUC | Logout

Welcome DEMO TRAINING

Provider Management | Manage Your User Profile | Help Center

- Start Your Order Request Here
- Check Order Status
- View Order History
- Check Member's Eligibility
- Access Your Optinet Registration

Service Date \*

**Member Details:**

First Name \*

Last Name \*

Member ID \*

Date of Birth \*

[Hide Search Tips](#) ^

- For all Radiology requests use Date of Service. For Genetic Testing use the testing date. For all other requests, use Service Date.
- In the member's id number entry, do not include the dependent code.
- For Federal Employee (FEP) members, please include the leading "R" in the search. If there is an asterisk as part of the Member ID, do not enter it before searching.
- Member not found? Try entering only one character of the patient's first name and two characters of the last name. If you are still having issues, try removing the prefix from the member's id number (first three characters of the member's ID number) and search again.

**Find This Member**

**Message Center**

Secure Message (0)

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

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

**Provider Resources**

- Radiology Tutorial
- Genetic Testing Tutorial

To start an order request, enter the “**Date of Service**” field on the provider portal homepage.

A member search is completed by providing the following:

- Member First Name
- Member Last Name
- Member ID
- Member Date of Birth

Select “**Find this member**”

You may also:

- Check Order Status
- View Order History
- Check Member's Eligibility
- Provider Management
- Manage Your User Profile
- Help Center



# Order type selection

Only solutions that are currently managed by Carelon Medical Benefits Management for the member will appear on the order type selection screen

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

**Member Details**

**85BEAR, YOGI**  
RT 7 BOX 70  
ALBANY, IN 47320  
Date of Birth: 01/01/1994 Age: 27  
Male  
Member ID: 378198032 | Alpha Prefix: HCQ  
Health Plan One  
Service Date: 11/19/2021 [Edit Service Date](#)

**Eligibility Details**

Effective: 10/01/2009-12/31/9999 Product Code: PPO Employer Group ID: 851 Health Plan One

**The following solutions for the service date entered require a Pre-Authorization:**  
The Member is eligible for the following solutions. Selecting a solution will begin a new request for this Member.

 <b>Diagnostic Imaging</b> View Code List Angiography, Bone Density CT, CTA, MRA, MRI, Nuclear Medicine, PET	 <b>Cardiovascular</b> View Code List Angiography, percutaneous coronary revascularization, arterial ultrasound	 <b>Musculoskeletal</b> View Code List Joint Surgery, Spine Surgery & Interventional Pain Management	 <b>Radiation Therapy</b> View Code List 2D/3D, Brachytherapy, IGRT, IMRT, IORT, Proton, Stereotactic (SRS/SBRT), SIRT
 <b>Chemotherapy and Supportive Drugs</b> Review of cancer drugs, side effect management and treatment pathways	 <b>Genetic Testing</b> Laboratory testing for the inheritance or management of genetic conditions		

Confirm the contact information for the Member to begin a new request for the selected solution.

Phone: \* (972)971-1515 Type: \* Mobile

**Urgent requests are not expected given the scope of AIM's services. If you have any questions about a possible urgent request, please contact 800-554-0580.**

**The following solutions for the service date entered do not require Pre-Authorization by AIM. Please contact the health plan using the number on the back of the member's ID card to determine if a Pre-Authorization is required.**

 <b>Sleep Management</b> View Code List HST, In Lab, Titration, APAP/BPAP/CPAP, Oral Appliance, MSLT, MWT	 <b>Other Surgical and Endoscopic Procedures</b> View Code List Site of Care review for certain outpatient surgical & endoscopic procedures
---	--



# Member order request history

The Member History screen will allow the user to view historical order requests for the given member.

Order Request Logout

Step: 1 2 3 4 5

Please verify the list of Order requests below to ensure you are not entering a duplicate case.

**85BEAR, YOGI** [Edit](#) [Hide Details](#)

Member #: 378198032    Date of Service: 11/19/2021

Date of Birth: 1/1/1994    Health Plan: **Health Plan One**

Member History						Records Per Page: 10
Order ID	Date of Service	Exam Description	Ordering Provider	Outcome	Reason	Summary
110205200	11/10/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110205317	11/10/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110205126	11/09/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110205040	11/06/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110205000	11/05/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110204945	11/04/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110204896	11/03/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110204852	11/02/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110204725	10/30/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>
110204470	10/29/2021	Cardiac CT - Structure/Morphology	CAHAN, SETH	Authorized	Criteria Met	<a href="#">View</a>

1 of 24 Total Number of Records Found: 233

= Multiple Decisions Rendered

[Return to Search Results](#) [Next](#) [Delete This Request](#)



# Ordering provider selection

Order Request Logout

Step: 1 2 3 4 5

Step 2: Please select the Ordering Provider from the list below

85BEAR, YOGI [Edit](#) [Hide Details](#)

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One

Ordering Provider Search

Search Type:  
 Name  
 TIN or NPI  
 Address

FIRST NAME:   
LAST NAME:   
STATE:

Recent Favorites Search Results Expanded Search

Name	Address	City	Specialty	Health Plan
★ BUTTERMANN, GLENN	730 10TH AVE	BALDWIN	Orthopedic Surgery	Health Plan One
★ DANZL, DANIEL	530 S JACKSON ST	LOUISVILLE	Emergency Medicine-Critical Care	Health Plan One
★ SCULLY, THOMAS	2 PROGRESS POINT PKWY	OFALLON	Urology	Health Plan One
★ SHARPE, BRYAN	18051 RIVER AVE STE 200	NOBLESVILLE	Family Practice	Health Plan One
★ SACHS, ASHLEY	15100 N US HIGHWAY 25 E STE 1	CORBIN	Nurse/ Nurse Practitioner	Health Plan One
★ ABBOTT, PATRICIA	7500 STATE RD	CINCINNATI	Nurse/ Nurse Practitioner	Health Plan One
★ CARR, STEVEN	8111 S EMERSON AVE	INDIANAPOLIS	Anesthesiology	Health Plan One
★ HON, EMILY	8111 S EMERSON AVE	INDIANAPOLIS	Gastroenterology	Health Plan One
★ KIESEL, LISA	10294 S 150 W	HAUBSTADT	Physical Therapist	Health Plan One
★ SCULLY, THOMAS	226 S WOODS MILL RD STE 40W	CHESTERFIELD	Urology	Health Plan One

1 of 2 Total Number of Records Found: 22

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 number

Enter the fax number to be used when communicating with the ordering provider 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.

Order Request

Step: 1 2 3 4 5

Step 2: Please select the Ordering Provider from the list below

85BEAR, YOGI [Edit](#) [Hide Details](#)

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan:

Ordering Provider Search

Search Type:

Name  
 TIN or NPI  
 Address

FIRST NAME:  
LAST NAME:  
STATE: Indiana

[Search](#) [Clear](#)

Ordering Providers

Name	Address	City	Specialty	Health Plan
★ BUTTERMANN, GLENN	730		Orthopedic Surgery	
★ DANZL, DANIEL	530		Emergency Medicine-Critical Care	
★ SCULLY, THOMAS	2 PR		Urology	
★ SHARPE, BRYAN	180E		Family Practice	
★ SACHS, ASHLEY	1510		Nurse/ Nurse Practitioner	
ABBOTT, PATRICIA	7500 STATE RD	CINCINNATI	Nurse/ Nurse Practitioner	
★ CARR, STEVEN	8111 S EMERSON AVE	INDIANAPOLIS	Anesthesiology	
★ HON, EMILY	8111 S EMERSON AVE	INDIANAPOLIS	Gastroenterology	
KIESEL, LISA	10294 S 150 W	HAUBSTADT	Physical Therapist	
SCULLY, THOMAS	226 S WOODS MILL RD STE 40W	CHESTERFIELD	Urology	

1 of 2 Total Number of Records Found: 22

[Delete This Request](#)



# Exam selection

Order Request Logout

Step: 1 2 3 4 5

85BEAR, YOGI [Edit](#) Hide Details

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One  
Ordering Provider: SHARPE, BRYAN [Edit](#) Print

### ENTER EXAMS

CPT CODE

OR

EXAM

DESCRIPTION

[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](#)

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

If you need to review another exam 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.

The screenshot displays the 'Order Request' interface for a patient named YOGI, 85BEAR. The patient's details include Member #: 378198032, Date of Service: 11/19/2021, Date of Birth: 1/1/1994, Health Plan: Health Plan One, and Ordering Provider: SHARPE, BRYAN. The interface is divided into two main sections: 'ENTER EXAMS' and 'EXAMS REQUESTED (1)'. In the 'ENTER EXAMS' section, the 'CPT CODE' field contains '78452'. Below it, the 'EXAM' dropdown menu is set to 'Nuclear Medicine' and the 'DESCRIPTION' dropdown menu is set to 'Myocardial Perfusion Imaging'. There are 'Add Exam' and 'Clear' buttons at the bottom of this section. The 'EXAMS REQUESTED (1)' section shows a list of one exam: 'Resting Transthoracic Echocardiography'. This exam has a 'Withdraw Exam' link and a 'Withdraw Request' button. A 'Next' button is also present at the bottom right of the 'EXAMS REQUESTED' section. The top of the interface shows a 'Logout' button and a progress indicator for five steps, with step 4 being the current step.



# Enter member's diagnosis

Order Request

85BEAR, YOGI Hide Details

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One  
Ordering Provider: SHARPE, BRYAN

EXAMS REQUESTED (1)

Resting Transthoracic Echocardiography ▶

ENTER DIAGNOSIS

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

chest pain

- + R07.9 Chest pain, unspecified (Chest pain)
- + R07.89 Other chest pain (Other chest pain)
- + R07.1 Chest pain on breathing (Pain in chest wall)
- + R07.81 Pleurodynia (Pain in chest wall)
- + R07.9 Chest pain, unspecified (Localized chest pain)
- + R52 Pain, unspecified (Localized chest pain)
- + R07.82 Intercostal pain (Chest pain radiating)
- + R07.89 Other chest pain (Chest pain radiating)
- + R07.1 Chest pain on breathing (Chest pain on breathing)
- + I20.9 Angina pectoris, unspecified (Ischemic chest pain)
- + R07.81 Pleurodynia (Pleuritic chest pain)

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.



# Enter member's clinical information

Order Request

85BEAR, YOGI Hide Details

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One  
Ordering Provider: SHARPE, BRYAN

EXAMS REQUESTED (1)

**Resting Transthoracic Echocardiography**  
ICD Code / Description:  
R07.9 Chest pain, unspecified (Chest pain) ▶

SELECT CLINICAL SCENARIO

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

DIAGNOSTIC CODE:

R07.9 Chest pain, unspecified (Chest pain)

CLINICAL SCENARIO:

Select the main reason from the list below for the order request.

Arrhythmia  
 Congenital heart disease, coronary artery anomalies or coronary artery fistula  
 Disease of any heart valve (Valvular disease)  
 LV dysfunction/CHF/Cardiomyopathy (Cardiotoxic, chemo, heart transplant)  
 Signs, symptoms, or abnormal tests (eg, shortness of breath or chest pain)  
 Other

Withdraw

ENTER MEMBER'S CLINICAL INFORMATION

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

CLINICAL SCENARIO Edit

Signs, symptoms, or abnormal tests (eg, shortness of breath or chest pain)

CLINICAL DETAILS

\* Select the reason for ordering this exam. (Select all that apply)

Symptoms of heart disease (for example, shortness of breath or chest pain)

Physical exam findings suggestive of a heart problem such as a new murmur or lower extremity edema

Recent neurologic event (TIA or CVA)

EKG abnormalities, chest imaging, or laboratory studies suggestive of structural heart disease

None of these apply

\* Which symptoms have prompted the current request for echocardiography? (Select all that apply)

Dyspnea, orthopnea or paroxysmal nocturnal dyspnea (PND)

Syncope

Palpitations, dizziness or lightheadedness

Reduced functional capacity or decrease in exercise tolerance

This concludes the clinical questions for this exam. Please ensure you have answered them as completely and accurately as possible for efficient processing of your request.

Withdraw Exam Next

Once the diagnosis code has been entered, the user will enter the necessary member's clinical information.

Click **“Next”** to continue with the case after entering the member's clinical information.



# Exam summary

Order Request Logout

Step: 1 2 3 4 5

**85BEAR, YOGI** Hide Details

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One  
Ordering Provider: SHARPE, BRYAN

**EXAMS REQUESTED (1)**

**Resting Transthoracic Echocardiography**  
ICD Code / Description:  
R07.9 Chest pain, unspecified (Chest pain)

**EXAM SUMMARY**

**Resting Transthoracic Echocardiography**

**CLINICAL SCENARIO** Edit  
Signs, symptoms, or abnormal tests (eg, shortness of breath or chest pain)

**CLINICAL DETAILS** Edit  
Select the reason for ordering this exam.  
**Symptoms of heart disease (for example, shortness of breath or chest pain)**  
Which symptoms have prompted the current request for echocardiography?  
**None of these apply**  
Does the patient have chest pain? **Yes**  
Has an echocardiogram been performed since the onset of the symptoms? **No**

The Exam Summary allows the user to view the clinical information entered for the requested service.

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

The user will be given an option to “**Withdraw Exam**”, “**Withdraw Request**”, or select “**Continue**”



# Exam information

Order Request Logout

Step: 1 2 3 4 5

85BEAR, YOGI Hide Details

Member #: 378198032 Date of Service: 11/19/2021  
Date of Birth: 1/1/1994 Health Plan: Health Plan One  
Ordering Provider: SHARPE, BRYAN

**EXAM INFORMATION** (1) Add Exam

**Resting Transthoracic Echocardiography** [Review Exam](#) [Withdraw Exam](#)

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

The Exam Information allows the user to view the clinical information entered for the requested service.

The user will be given an option to “**Withdraw Exam**”, “**Withdraw Request**”, “**Add Exam**” or select “**Next**” to continue with the order review.



# Servicing facility selection

Select the servicing provider location by clicking on the name from a list of frequently used providers.

If you are unable to locate the servicing provider location, you can select “**Find Provider**” button to search for additional facilities.

Select the “**Submit a Facility**” button if you are unable to locate the facility and want to manually add a facility location for the order request.

**Find Provider:**

FACILITY NAME:

CITY:

STATE:

ZIP:

GROUP NPI:

---

**Facility Search Results** Records Per Page 10

Facility Name	Typical Low	Typical High	Avg	Site Score	Address	City	State	Phone	Distance	Action	Map
<a href="#">HAMILTON HEART INC</a>	-	-	-	--	17525 RIVER AVE	NOBLESVILLE	IN	(317)773-7711	0.30	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	10967 ALLISONVILLE RD STE 240	FISHERS	IN	(317)863-6000	6.23	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	13100 E 136TH ST STE 3000	FISHERS	IN	(317)863-6000	7.62	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	11725 ILLINOIS ST STE 001	CARMEL	IN	(317)863-6109	7.85	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	11725 N ILLINOIS ST STE LL050	CARMEL	IN	(317)863-6000	8.92	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">COMMUNITY HEART AND VASCULAR HOSPITAL</a>	-	-	-	--	8075 N SHADELAND AVE	INDIANAPOLIS	IN	(317)621-8000	10.35	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	8075 N SHADELAND AVE STE 350	INDIANAPOLIS	IN	(317)621-9700	10.35	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">ST VINCENT HEART CENTER OF INDIANA LLC</a>	-	-	-	--	10580 N MERIDIAN ST	CARMEL	IN	(317)583-5000	10.73	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	1000 S MAIN ST STE C	TIPTON	IN	(765)675-8410	15.32	<a href="#">View Details</a>	<a href="#">View</a>
<a href="#">HEART PARTNERS OF INDIANA LLC</a>	-	-	-	--	1210B MEDICAL ARTS BLVD STE 114	ANDERSON	IN	(765)298-4425	18.58	<a href="#">View Details</a>	<a href="#">View</a>

1 of 5 Total Number of Records Found: 43

For information on how the Exam costs and Site Score are determined, [Click Here](#)

- = Cost data not available  
-- = Site data not submitted by provider

The health plan has reviewed and approved the methodology used to calculate and assign the Site Score. The Site Score should not be construed as an indication of the quality of service to be received by any individual member at a given facility but merely reflects a comparison among facilities of certain factors. Site Score and Cost for the facilities are provided for informational purposes only and AIM and the health plan disclaim any responsibility for any decision to select one facility over another based on the information provided.





# Order request preview

Order Request Logout

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

---

## Order Request Preview

Request Status: **Has Not Been Submitted**      Health Plan: **Health Plan One**      Scheduled Date of Service: **2/1/2022**

---

<b>Member Information:</b> 85BEAR, YOGI Member #: YRP378198032 RT 7 BOX 70 ALBANY, IN 47320 Date of Birth: 01/01/1994 Phone: (972)971-1515	<b>Ordering Provider:</b> SHARPE, BRYAN 18051 RIVER AVE STE 200 NOBLESVILLE, IN 460627092 Phone: (317)773-0002 Fax: (317)776-6095 NPI: 1063499085	<b>Servicing Provider:</b> <a href="#">Edit</a> HEART PARTNERS OF INDIANA LLC 11725 ILLINOIS ST STE 001  CARMEL, IN 46032-0000 Phone: (317)863-6109 Fax: (317)841-0394 NPI: 1669550588 TIN: 201123537
--	---	--

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The information below was obtained from the Ordering Provider and has not been independently verified. We assume no responsibility for the accuracy of this information or for its consistency with the patient's medical record. Please call 800-554-0580 for all Urgent Requests.

**REQUESTED EXAMS**

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>



The Order Request Preview allows users to confirm the requested items prior to submission.

Select the “**Submit This Request**” button to submit the order request

# Order request preview

## REQUESTED EXAMS

EXAM	REQUEST STATUS	REASON	ACTION
Resting Transthoracic Echocardiography			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>

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
93303	ECHO, transthoracic, complete cng	Resting Transthoracic Echocardiography
93304	ECHO, transthoracic followup/limited cng	Resting Transthoracic Echocardiography
93306	ECHO, transthoracic w/doppler, complete	Resting Transthoracic Echocardiography
93307	ECHO, transthoracic, heart, complete	Resting Transthoracic Echocardiography
93308	ECHO, transthoracic, heart, limited	Resting Transthoracic Echocardiography

Total Records Found : 5

The issuance of an Order ID is not a guarantee of benefits; payment is subject to the member's eligibility and plan provisions in effect at the time of service.

The order request preview will display the requested exams and the applicable CPT codes that are included within the order request



# Order request summary

Order Request Preview Logout

[Begin another Request](#) | [Withdraw Request](#) | [Go to My Homepage](#) [Save as PDF](#) | [Print](#)

The selected provider has not submitted site data related to at least one of the procedures ordered on this case.

Order ID: **110211856**✔ Authorized

Health Plan: [REDACTED]      Scheduled Date of Service: **2/1/2022**

Approval Valid Through: **02/01/2022 - 03/02/2022**

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

---

<b>Member Information:</b> 85BEAR, YOGI Member #: YRF378198032 RT 7 BOX 70 ALBANY, IN 47320 Date of Birth: 01/01/1994 Phone: (972)971-1515	<b>Ordering Provider:</b> SHARPE, BRYAN 19051 RIVER AVE STE 200 NOBLESVILLE, IN 460627092 Phone: (317)773-0002 Fax: (317)776-6095 NPI: 1063499085	<b>Servicing Provider:</b> <a href="#">Edit</a> HEART PARTNERS OF INDIANA LLC 11725 ILLINOIS ST STE 001  CARMEL, IN 46032-0000 Phone: (317)863-6109 Fax: (317)841-0394 NPI: 1669550588 TIN: 201123537
--	---	--

---

The information below was obtained from the Ordering Provider and has not been independently verified. Please call 800-554-0580 for all Urgent Requests.

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	Authorized	Criteria Met	<a href="#">Review Exam</a>   <a href="#">Withdraw Exam</a>

The order has now been submitted.

Requests that meet clinical criteria will be adjudicated real time upon case submission.

Approved orders will have a status of “**Authorized**” along with an “**Order ID**”, “**Approval Valid Through**” date within a green box.

You can “**Print**” or “**Save to a PDF**” to include in the patient’s chart.





## Additional provider portal features

*Note: Carelon Medical Benefits Management Medical Benefits Management maintains the confidentiality of all protected health information. All data displayed is fictional and any resemblance to real persons is purely coincidental.*



# Check order status

The screenshot shows a web application interface for checking order status. At the top, there is a navigation bar with 'Order Inquiry' on the left and 'Medicare AUC' and 'Logout' on the right. Below the navigation bar, there is a header area with 'Welcome DEMO TRAINING' and three icons: 'Provider Management', 'Manage Your User Profile', and 'Help Center'. On the left side, there is a vertical menu with five items: 'Start Your Order Request Here', 'Check Order Status' (highlighted with a green checkmark), 'View Order History', 'Check Member's Eligibility', and 'Access Your Optinet Registration'. The main content area is divided into three sections. The top section is for selecting the member's health plan, with a dropdown menu currently showing '<Please Select...>'. Below this is a list of health plan categories with radio buttons: Diagnostic Imaging, Cardiovascular, Specialty Drug, Radiation Therapy, Sleep Management, Chemotherapy and Supportive Drugs, Genetic Testing, and Musculoskeletal. The middle section is for selecting the order type, with a dropdown menu currently showing 'Order ID'. Below this is a list of search criteria with radio buttons: Order ID + DOB (selected), and Order ID + Name. The bottom section is for entering the search details, with a text input field for 'Order ID' containing 'Order ID number' and a text input field for 'Date of Birth' containing 'MM/DD/YYYY'. At the bottom center of the main content area is a green button labeled 'Find This Order'. On the right side, there is a 'Message Center' box with text about application availability and a 'Provider Resources' box with links to 'Radiology Tutorial' and 'Genetic Testing Tutorial'.

## Searching for Orders:

Select the member's health plan (if not pre-populated or if different than the default)

Select the **"Order Type"**. E.g., Diagnostic Imaging

Search for the record by either **Order ID or Member Information.**

- Order ID + DOB
- Order ID + Member Name
- Member ID + DOB
- Member ID + Member Name

Select **"Find This Order"** to continue.



# Viewing order requests on the provider portal

Order Inquiry Logout

[Withdraw Request](#) [Save as PDF](#) [Print](#)

## Order Request Summary

Health Plan: Scheduled Date of Service: 2/4/2022

Order ID: 110211857 ✔ Authorized

Approval Valid Through: 02/01/2022 - 03/02/2022

This order is not a guarantee of payment except when required by applicable law. When applicable law allows, payment is subject to the member's active enrollment, benefit limitation and other terms of the member's contract at the time of services provided.

---

<b>Member Information:</b> 85BEAR, YOGI Member #: YRP378198032 RT 7 BOX 70 ALBANY, IN 47320 Date of Birth: 01/01/1994 Phone: (972)871-1515	<b>Ordering Provider:</b> SHARPE, BRYAN 18051 RIVER AVE STE 200 NOBLESVILLE, IN 460627092 Phone: (317)773-0002 Fax: (317)776-5095 NPI: 1083499035	<b>Servicing Provider:</b> COMMUNITY OPEN MRI OF AUBURN 411 SMITH DR AUBURN, IN 46705-0000 Phone: (260)925-6736 Fax: (260)925-4720 NPI: 1003830779 TIN: 270047963
--	---	--

The information below was obtained from the Ordering Provider and has not been independently verified. Please call 800-554-0580 for all Urgent Requests. umes 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
Brain (Includes IACs, Pituitary) - MRI With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>
Angiography,Head - MRA With Contrast			<a href="#">Review Exam</a> <a href="#">Withdraw Exam</a>

## Order Information

Order Information displayed included on the order/preauthorization:

- Request Status
- Valid Dates
- Requested exams shows a request status and reason for the requested item outcome



# View order history

Order History Medicare AUC Logout

Welcome DEMO TRAINING [Provider Management](#) [Manage Your User Profile](#) [Help Center](#)

[Start Your Order Request Here](#)

[Check Order Status](#)

[View Order History](#)

[Check Member's Eligibility](#)

[Access Your Optinet Registration](#)

Show me: For: Within the last: With the status: Go

My Orders  
 My Group's Orders

Diagnostic Imaging  
 Cardiovascular  
 Specialty Drug  
 Radiation Therapy  
 Sleep Management  
 Chemotherapy and Supportive Drugs  
 Genetic Testing  
 Musculoskeletal  
 Rehabilitation

7 Days

All

Go

Show me: For: Within the last: With the status: Go

My Orders  
 My Group's Orders

Diagnostic Imaging  
 Cardiovascular  
 Specialty Drug  
 Radiation Therapy  
 Sleep Management  
 Chemotherapy and Supportive Drugs  
 Surgical Procedures  
 Genetic Testing  
 Musculoskeletal  
 Rehabilitation

7 Days  
15 Days  
30 Days  
60 Days  
90 Days

All

Go

All Orders Records Per Page 10

Member Name	Member Number	Date of Service	Order Status	Ordering Provider	Entered Date	Entered By
85BEAR, YOGI	378198032	11/19/2021	110205521	SHARPE, BRYAN	11/10/2021	TRAINING, DEMO
85BEAR, YOGI	378198032	11/19/2021	Incomplete	SHARPE, BRYAN	11/10/2021	TRAINING, DEMO
85BEAR, YOGI	378198032	11/19/2021	Incomplete	SHARPE, BRYAN	11/10/2021	TRAINING, DEMO
85Public, Joe	809208032	11/10/2021	In Progress	BUTTERMANN, GLENN	11/09/2021	TRAINING, DEMO
85Public, Joe	809208032	11/10/2021	In Progress	BUTTERMANN, GLENN	11/09/2021	TRAINING, DEMO

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.



# Provider management

The screenshot shows the 'Provider Management' section of a web portal. At the top, there is a navigation bar with 'Order Request', 'Medicare AUC', and 'Logout'. Below this, a welcome message 'Welcome DEMO TRAINING' is followed by navigation links for 'Provider Management', 'Manage Your User Profile', and 'Help Center'. On the left side, there is a vertical menu with options: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', 'Check Member's Eligibility', and 'Access Your Optinet Registration'. The main content area is a search form for finding a member. It includes a 'Service Date' field with a calendar icon, a 'Member Details' section with input fields for 'First Name', 'Last Name', 'Member ID', and 'Date of Birth', and a 'Find This Member' button. Below the search fields, there are search tips: 'Hide Search Tips' and a list of instructions for entering search criteria. On the right side, there is a 'Message Center' with a 'Secure Message (0)' notification and a 'Provider Resources' section containing links for 'Radiology Tutorial' and 'Genetic Testing Tutorial'.

Order Request | Medicare AUC | Logout

Welcome DEMO TRAINING | Provider Management | Manage Your User Profile | Help Center

Start Your Order Request Here

Check Order Status

View Order History

Check Member's Eligibility

Access Your Optinet Registration

Service Date \* MM/DD/YYYY

Member Details:

First Name \*

Last Name \*

Member ID \*

Date of Birth \* MM/DD/YYYY

Hide Search Tips ^

- For all Radiology requests use Date of Service. For Genetic Testing use the testing date. For all other requests, use Service Date.
- In the member's id number entry, do not include the dependent code.
- For Federal Employee (FEP) members, please include the leading "R" in the search. If there is an asterisk as part of the Member ID, do not enter it before searching.
- Member not found? Try entering only one character of the patient's first name and two characters of the last name. If you are still having issues, try removing the prefix from the member's id number (first three characters of the member's ID number) and search again.

Find This Member

Message Center

Secure Message (0)

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

If you have any questions regarding the new Medicare Appropriate Use Criteria Clinical Decision Support Program, see the Provider Resource links below. DO NOT call the health plans.

Provider Resources

Radiology Tutorial  
Genetic Testing Tutorial

To create a more customized and easier experience, Carelon Medical Benefits Management provider portal has integrated a service called “**Provider Management**”.

This will allow you to add your provider groups as favorites and make the provider selection process much easier.

From the **Main Home page**, select “**Provider Management**”.



# Provider management

## Provider Management

The following provider identifiers/health plans have been associated with your account. To add additional provider identifiers/health plan use the "Add Provider Identifier" button.

Add Provider Identifier

Filter Providers ▶

RESULTS PER PAGE 10 ▼

Total Records: 60

### Providers Attached to Account

PROVIDER IDENTIFIER ▼	TYPE ▼	HEALTH PLAN ▼	ACTION
0K0211740	CLID	Health Plan One	Delete
0K0271710	CLID	Health Plan One	Delete
000000001	TIN	Health Plan Two	Delete
007645870	TIN	Health Plan Three	Delete
020223332	TIN	Health Plan Three	Delete
0K02117401	CLID	Health Plan One	Delete
0K02717101	CLID	Health Plan One	Delete
0K14770401	CLID	Health Plan One	Delete
1063499291	TIN	Health Plan Three	Delete
123456789	TIN	Health Plan Two	Delete

Within Provider Management, you can associate providers to your account.

To add providers, select **"Add Provider Identifier"**



# Provider management

**carelon** ProviderPortal. Home | Log Out

## Provider Management

**Health Plan Utilization Review Program**

Please enter at least one valid Provider Identifier to associate your account with the available Health Plans. You may enter multiple Provider Identifiers. If your Health Plan is not displayed please contact Web Customer Service at 1-800-252-2021.

**PROVIDER IDENTIFIER** ⓘ

Tax ID (TIN) ▼ 770252214 - +

Confirm the Health Plans your Facility is associated with.  
If a Health Plan is not displayed, enter another type of Provider Identifier.

- Anthem BCBS KY**
- Amerigroup - Tennessee
- Amerigroup - Texas
- Anthem BCBS WI
- Simply Healthcare Plans
- Amerigroup Louisiana
- Amerigroup New Mexico
- Amerigroup Washington
- Amerigroup Georgia

To add providers to your account, select the appropriate provider identifier from the drop-down list and enter the identifier value into the text box

E.g., input the Tax ID value if you selected Tax ID as the provider identifier.

Select which health plans this provider recorded is associated to and click **“Save”**



# Help Center

The screenshot shows the Help Center interface. At the top, there is a navigation bar with a home icon, the text "Help Center", and links for "Medicare AUC" and "Logout". Below the navigation bar, a welcome message "Welcome DEMO TRAINING" is displayed. To the right of the welcome message are three main navigation options: "Provider Management" (with a doctor icon), "Manage Your User Profile" (with a user profile icon), and "Help Center" (with a book icon). On the left side, there is a vertical menu with five items: "Start Your Order Request Here" (with a folder icon), "Check Order Status" (with a checkmark icon), "View Order History" (with a document icon), "Check Member's Eligibility" (with a person icon), and "Access Your Optinet Registration" (with a document icon). The main content area is a grid of eight help topics, each with an icon and a brief description:

- Tutorials**: Automated or self driven training modules for the main functional areas of the ProviderPortal. (Adobe Flash Required)
- Next Generation Solutions Tutorial**: (Icon: First Aid Kit)
- Diagnostic Imaging Clinical Guidelines**: Guidelines for imaging modalities, including CT, MRI, MRA, PET, arterial ultrasound, and nuclear scintigraphy.
- 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.
- Cardiovascular Clinical Guidelines**: Guidelines for cardiac imaging modalities, including echocardiography, nuclear cardiology, cardiac CT, cardiac MRI, and cardiac PET.
- Sleep Management HCPCS Codes**: View a list of all the HCPCS Codes that are included in the selected health plan's Sleep Management program.
- Sleep Management Clinical Guidelines**: Guidelines for testing and treatment of sleep disorders, including obstructive sleep apnea.
- Musculoskeletal Codes**: (Icon: Document with checkmark)

The Help Center contains helpful information such as:

- Tutorials
- Training modules
- Clinical Guidelines



# Manage your user profile

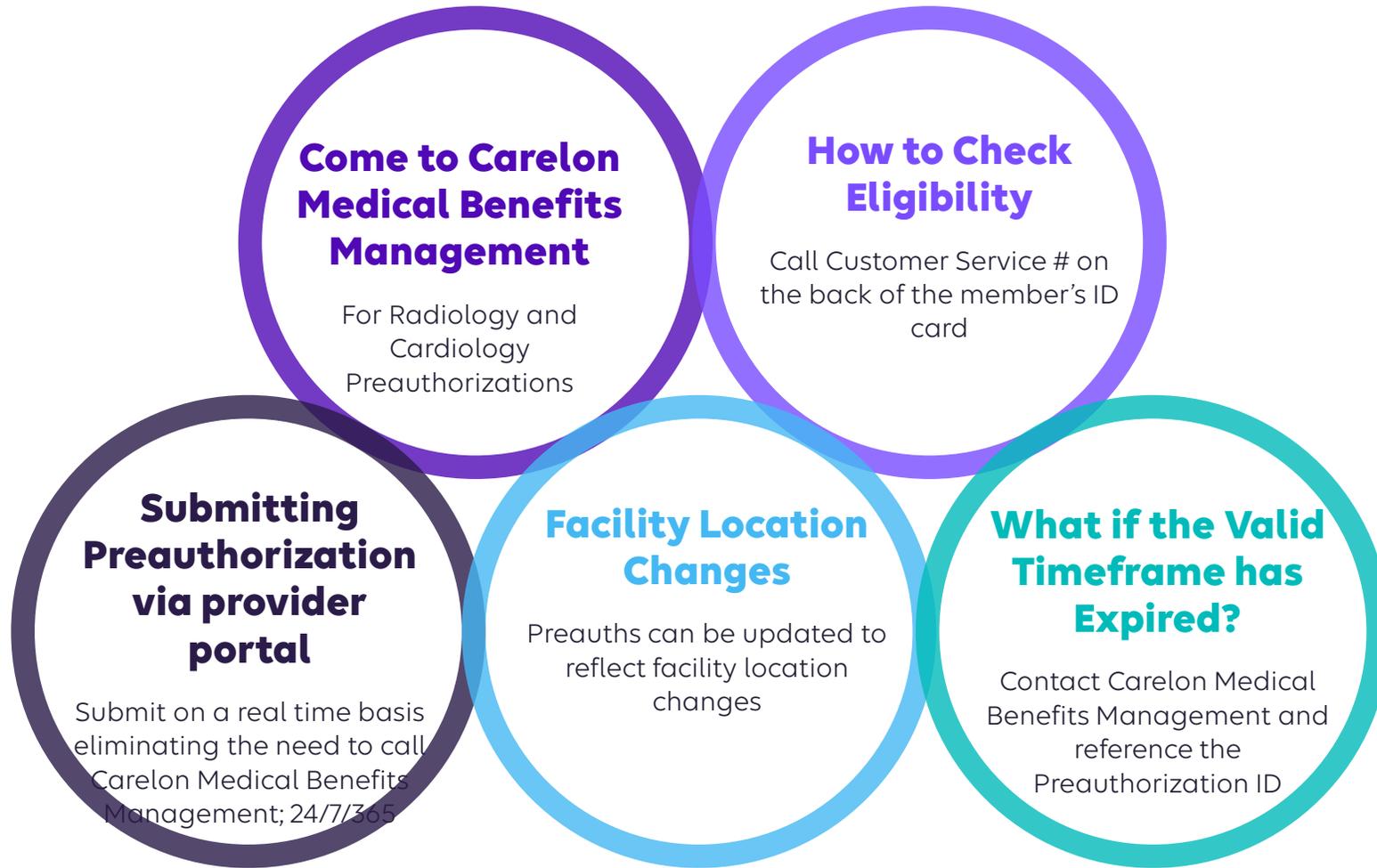
The screenshot shows the Medicare AUC Provider Portal interface. At the top, there is a navigation bar with 'Order Request' on the left and 'Medicare AUC | Logout' on the right. Below this, a secondary navigation bar includes 'Welcome DEMO TRAINING', 'Provider Management', 'Manage Your User Profile' (highlighted), and 'Help Center'. The main content area is divided into three sections. On the left is a sidebar with four menu items: 'Start Your Order Request Here', 'Check Order Status', 'View Order History', and 'Check Member's Eligibility'. The central section is a search form for a member profile, featuring a 'Service Date' field, a 'Member Details' section with input fields for 'First Name', 'Last Name', 'Member ID', and 'Date of Birth', and a 'Find This Member' button. Below the search form are search tips. On the right is a 'Message Center' with a notification about application maintenance and a 'Provider Resources' section with links to 'Radiology Tutorial' and 'Genetic Testing Tutorial'.

Within **Manage Your User Profile**, you have access to:

1. Provider Management
2. Update your user information such as address, phone, fax, and email information
3. Security Account Questions and Answers
4. Notification Preferences
5. Change your password



# Reminders



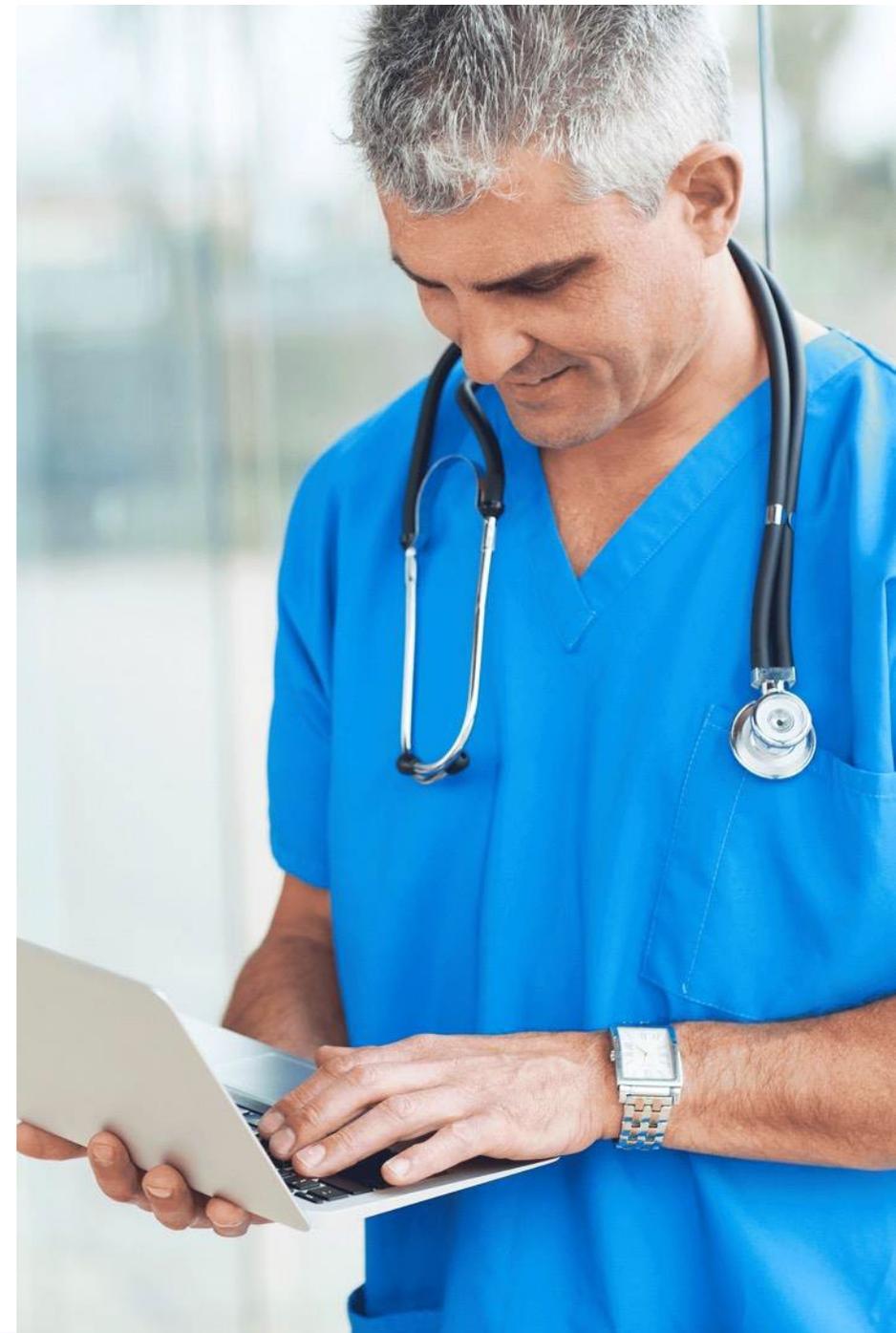


# Carelon Medical Benefits Management conducts a provider satisfaction survey annually in December.

**Please be sure to participate!**



© 2023 Carelon Medical Benefits Management Medical Benefits Management  
Proprietary and confidential.



# Questions?

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Radiology Program provider website:

[https://providers.Carelon Medical Benefits Managementmedicalbenefitsmanagement.com/radiology/](https://providers.CarelonMedicalBenefitsManagementmedicalbenefitsmanagement.com/radiology/)



Cardiology Program provider website:

[https://providers.Carelon Medical Benefits Managementmedicalbenefitsmanagement.com/cardiology/](https://providers.CarelonMedicalBenefitsManagementmedicalbenefitsmanagement.com/cardiology/)

