



Pre-Certification Guidelines

AmeriHealth engages the services of American Imaging Management, or AIM, to assist AHNJ's review and manage requests for imaging and other procedures that require pre-certification. We choose to use AIM as their team holds an abundance of knowledge on clinical care and best practices. AIM will work with the physician to ensure that the physician is aware of all the necessary information needed to review the case for approval.

Pre-certification determinations may take up to 10 business days for approval, with an additional week for a letter to be sent out to both the member and provider. If after 2 weeks, the member has not yet heard back if whether if the pre-cert is approved, below are some questions a member should ask themselves. Moreover, the member or provider can reach out to AHNJ's customer service, AIM Pre-Cert, or Evicore's number listed below.

Here are some questions a member should ask themselves if they are awaiting a Pre-Certification:

- When did the provider submit the pre-certification?
- When did the provider say they will make an outreach to me prior to the schedule procedure?
- Has it been over 2 weeks since he/she has heard from the provider?
- It has been over 2 weeks, has the member reached out to the physician for an update?
- If it has been denied, has the physician provided the additional information AIM has requested for? Have they requested for peer to peer review?
- Has the provider appealed the denial?
- How long is the pre-certification number valid for to schedule the procedure?

Some requests may be denied by AIM due to the submitted documentation not meeting AIM's standard criteria for coverage. When a service is denied, a letter is auto-generated and sent to the attention of both the member and the provider citing the denial reason. If those parties believe this service is still necessary, the provider can then appeal the decision or request a Peer to Peer conversation. A Peer to Peer allows for the member's physician to converse with an AIM clinical regarding the case and talk through the details, as some items may not be easily captured or communicated on a clinical note. If, after this conversation, the denial still stands, an appeal is available. The appeal would be entered by the provider via Navinet. The appeals case is reviewed by a clinical and medical director. Once a determination is made, a letter indicating the decision is sent to both the member and provider, outlining the reasons for approval/denial.

REMINDER Please contact the physician's office or AHNJ's Pre-Cert number 3-5 days prior to the procedure below to confirm the Pre-certification has been approved.

Important Numbers to call on pre-certification status and/or appeal the denials:

- AHNJ's customer service 888.968.7241
- Aim Pre-certification 800.859.5288
Monday – Friday, 6 a.m. to 6 p.m. CT
Saturdays, Sundays and Holidays, 9 a.m. to 12 p.m.
- Evicore 866-686-2649 or 866- 969-1234