

# Sleep Program Quick Reference Guide

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The AIM Sleep Management Program supports providers in helping ensure patients receive sleep management services that are appropriate, safe, and affordable. The program leverages clinical appropriateness review (prior authorization) through AIM Specialty Health® (AIM) for certain sleep management services to promote a high standard of care through the consistent use of evidence-based criteria.

AIM and your health plan are committed to a comprehensive solution for sleep disorder management designed to:

- Improve the clinical appropriateness of sleep testing and therapy services
- Help members find the highest value place of service for testing and therapy
- Monitor and manage patient compliance with sleep therapy

## Sleep program requirements:

AIM and your health plan require clinical appropriateness review of the following sleep management procedures:

- Home sleep test (HST)
- In-lab sleep study (PSG, MSLT, MWT)
- Titration study
- Initial treatment order (APAP, CPAP, BPAP)
- Ongoing treatment order (APAP, CPAP, BPAP)
- Oral appliances

This program pertains to both new and existing sleep therapy patients.

Services performed in conjunction with emergency room services, inpatient hospitalization, or urgent-care facilities are excluded.



## Who should contact AIM:

- Providers should contact AIM to obtain an order number before scheduling or performing any elective outpatient home-based (unattended) diagnostic study or a facility-based diagnostic or titration study (free-standing or hospital) as well as for sleep treatment equipment and related supplies
- Both ordering physicians (those referring the member for sleep testing) and servicing providers (those free-standing or hospital labs that perform sleep testing) may submit requests. Durable medical equipment (DME) providers may also submit requests.

## How to contact AIM:

There are two ways to contact AIM to request review and obtain an order number:

### Online

- Get fast, convenient online service via the AIM **ProviderPortal**<sup>SM</sup> (registration required). **ProviderPortal** is available twenty-four hours a day, seven days a week. Go to [www.providerportal.com](http://www.providerportal.com) or <https://aimproviders.com/sleep/> to begin.

### By phone

- Call AIM Specialty Health toll-free at 1-800-252-2021.



### **Sleep request evaluation requirements:**

AIM offers a checklist of required information for each sleep related service. This can be found online at <https://aimproviders.com/sleep/>. Visit the Resources page, then the Checklists section, for all possible scenarios.

In addition, if you're in the middle of a request online ([www.providerportal.com](http://www.providerportal.com)), you can print out the relevant questions during the process without losing your work.



### **Program guidelines:**

The AIM Sleep Program follows AIM Clinical Appropriateness Guidelines for Sleep Disorder Management.

AIM clinical guidelines are developed and revised through a rigorous review process that utilizes a comprehensive assessment of existing guidelines, evidence-based standards and literature, and incorporates extensive feedback from an independent multidisciplinary physician panel, including board-certified primary care and specialty physicians from a variety of geographic areas and practice settings, in addition to clinical specialists and leading academic experts.

- AIM Clinical Appropriateness Guidelines are available on the homepage of their website at [www.aimspecialtyhealth.com](http://www.aimspecialtyhealth.com).



### **Ordering request process:**

Providers contacting AIM to request a clinical appropriateness review will be guided through a series of questions where member and ordering physician information, diagnosis, symptoms, test or treatment type, and treatment/clinical history will be requested.

The request will then be reviewed for alignment with your health plan medical policy and AIM clinical guidelines.

If the information provided meets AIM clinical criteria and is consistent with your health plan medical policy, the provider will then be guided to the appropriate facility / site of service as applicable, and an order number will be issued.



### **Requests requiring additional information and/or review:**

If all criteria are not met or if additional information or review is needed, the case is forwarded to a registered nurse (RN) who uses additional clinical experience and knowledge to evaluate the request. The nurse reviewer has the authority to issue order numbers in the event that he or she is able to ensure that the request is consistent with your health plan medical policy and AIM clinical guidelines. The provider will then be guided to the appropriate facility / site of service as applicable, and an order number will be issued.

If an order number still cannot be issued by the nurse reviewer, they contact the ordering physician to schedule a peer-to-peer discussion with an AIM physician reviewer (MD). The physician reviewer can approve the case based on a review of information collected or through their discussion with the ordering physician.

In the event that the AIM physician reviewer cannot approve the case based on the information previously collected, is unable to reach the ordering physician to discuss the case, or is unable to approve the case based on the information supplied by the ordering physician during the peer-to-peer discussion, the physician reviewer will issue a denial for the request.

