

- **For UniCare reviews:**  
UniCare Customer Service  
800-442-9300  
800-848-3623 (fax)
- **For AIM reviews:**  
AIM Specialty Health  
866-766-0247  
aimspecialtyhealth.com/goweb  
aimspecialtyhealth.com/gowebsleep

### Member office visit copays

See the member’s ID card for office visit copays. Basic and Community Choice members have a \$20 copay for primary care visits. PLUS 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 (OME) members have a \$10 copay for office visits.

### Preapproval reviews

Preapproval reviews are conducted by UniCare’s Managed Care department or by AIM Specialty Health<sup>SM</sup>, a UniCare-affiliated company that provides support for the preapproval process. The table below identifies which services are reviewed by AIM and which are reviewed by UniCare.

### Notification requirements

Compliance with these notification requirements is essential to complete the review process. 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.

- ◆ Services marked with a diamond require preapproval review for Medicare Extension members.

Service	Minimum notice required	Notify
<b>BPAP and CPAP equipment (non-Medicare members)</b>	1 business day before ordering equipment	AIM
◆ <b>BPAP and CPAP equipment (Medicare members)</b>	1 business day before ordering equipment	UniCare
<b>Breast cancer genetic testing (BRCA)</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare
<b>Chiropractic care and osteopathic manipulative therapy for children under 13</b>	1 business day before services	UniCare
<b>Cleft palate and cleft lip services</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare
<b>Colonography (virtual colonoscopy)</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare
<b>Durable medical equipment (DME)</b> When total rental or purchase cost will be more than \$1,000. Oxygen and oxygen equipment don’t need preapproval.	1 business day before ordering equipment	UniCare

Service	Minimum notice required	Notify
<b>Echocardiography / echocardiology</b> <ul style="list-style-type: none"> <li>▪ Resting transthoracic echocardiography</li> <li>▪ Stress echocardiography</li> <li>▪ Transesophageal echocardiography</li> </ul>	3 calendar days (contracted) or 7 calendar days (non-contracted)	AIM
◆ <b>Enteral therapy</b>	1 business day before services	UniCare
◆ <b>Gender reassignment surgery</b>	When surgery evaluation is recommended	UniCare
<b>High-tech imaging</b> <ul style="list-style-type: none"> <li>▪ CT / CTA scan</li> <li>▪ MRI / MRA scan</li> <li>▪ Nuclear cardiology</li> <li>▪ PET scan</li> <li>▪ SPECT scan</li> </ul>	3 calendar days (contracted) or 7 calendar days (non-contracted)	AIM
<b>◆ Home health care</b> Services must be provided by either a home health agency or a visiting nurse association	1 business day before services	UniCare
◆ <b>Hospital – Elective admission</b>	7 calendar days before admission	UniCare
◆ <b>Hospital – Emergency or maternity admission</b>	Within 24 hours/next business day	UniCare
<b>Hospital – Observation stay</b>	Within 24 hours/next business day	UniCare
<b>Hyperbaric oxygen therapy</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare
<b>Occupational therapy</b>	1 business day before services	UniCare
<b>Physical therapy</b>	1 business day before services	UniCare
◆ <b>Private duty nursing</b>	1 business day before services	UniCare
<b>Radiation therapy</b> <ul style="list-style-type: none"> <li>▪ Brachytherapy</li> <li>▪ CyberKnife</li> <li>▪ IMRT</li> <li>▪ Proton beam</li> <li>▪ Traditional radiation</li> </ul>	3 calendar days (contracted) or 7 calendar days (non-contracted)	AIM
<b>Skilled nursing facility admission</b>	Within 24 hours/next business day	UniCare
<b>Sleep studies (including polysomnography)</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	AIM
<b>Specialty drugs</b> For the current list of specialty drugs that require review, go to <a href="http://www.unicarestateplan.com/pdf/SpecialtyDrugList.pdf">www.unicarestateplan.com/pdf/SpecialtyDrugList.pdf</a> or call UniCare at 800-442-9300. This list may change during the year. Other specialty drugs (non-oncology) require review under the prescription drug benefit. Contact CVS Caremark at 800-237-2767.	3 calendar days (contracted) or 7 calendar days (non-contracted)	AIM

Service	Minimum notice required	Notify
<b>Surgery</b> <ul style="list-style-type: none"> <li>▪ <b>Back surgery</b> – Including, but not limited to, procedures listed here, as well as any other spinal instrumentation not otherwise listed</li> <li>▪ <b>Cardioverter-defibrillator implantation</b></li> <li>▪ <b>Cervical fusion</b></li> <li>▪ <b>Discectomy</b> – lumbosacral spine (open, percutaneous and endoscopic, and other minimally invasive procedures to treat back pain)</li> <li>▪ <b>Knee arthroscopy</b></li> <li>▪ <b>Knee meniscal transplant</b></li> <li>▪ <b>Laminectomy / laminotomy of the lumbosacral spine</b></li> <li>▪ <b>Sinus surgery</b> (including endoscopy)</li> <li>▪ <b>Spinal cord stimulator and neuromodulator implantation</b></li> <li>▪ <b>Spinal fusion of the lumbosacral spine</b></li> <li>▪ <b>Spinal instrumentation of the lumbosacral spine</b></li> <li>▪ <b>Upper gastrointestinal endoscopy</b></li> <li>▪ <b>Vertebroplasty</b></li> </ul>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare
<b>◆ Transplants (except cornea transplants)</b>	When transplant evaluation is recommended	UniCare
<b>Varicose vein treatment (including sclerotherapy)</b>	3 calendar days (contracted) or 7 calendar days (non-contracted)	UniCare