



An Anthem Company

**Provider Bulletin**  
May 2021

## **Retraction: AIM Rehabilitative program — initial evaluations and site of service reviews**

AIM Specialty Health® (AIM)\* previously announced in an earlier notice that they were scheduled to expand the AIM Rehabilitation program to perform medical necessity review evaluations for physical, occupational, and speech therapy procedures for the requested site of service. The schedule has been delayed until further notice. The program effective date of August 1, 2021, is no longer valid.

AIM will continue to manage physical, occupational, and speech therapy medical necessity reviews and will require prior authorization for all outpatient facility and office-based rehabilitative and habilitative services.

### **How to place a review request**

Providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's *ProviderPortal*<sub>SM</sub> directly at <http://www.providerportal.com>. Online access is available 24/7 to process orders in real-time and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Portal\* at <https://www.availity.com>.
- Call the AIM Contact Center toll-free number at **800-714-0040** from 7 a.m. to 7 p.m. ET.

\*AIM Specialty Health is an independent company providing some utilization review services on behalf of Empire BlueCross BlueShield HealthPlus. Availity, LLC is an independent company providing administrative support services on behalf of Empire BlueCross BlueShield HealthPlus.

<https://providerpublic.empireblue.com>

Empire BlueCross BlueShield HealthPlus is the trade name of HealthPlus HP, LLC, an independent licensee of the Blue Cross and Blue Shield Association.

NYE-NU-0332-21 May 2021