

IMPORTANT NOTICE REGARDING ANTHEM/AIM SPECIALTY HEALTH

Effective 7/1/19, Anthem is implementing a new utilization management program for its commercial enrollees in New York using AIM Specialty Health (BCBS of Western New York and the Empire Plan will both be affected by this rollout). The system go-live date was yesterday, 6/24/19, which means that you can begin transitioning patients. AIM is offering training on the program on the dates cited in the link below. To reduce rollout issues and improve familiarity with the process, providers are strongly encouraged to participate.

You can sign up here for a training session:

<http://www.aimproviders.com/rehabilitation/Webinar.html>

Here are the training materials for the commercial rollout:

[AIM/Anthem Rehabilitation Provider Webinar](#)

Additional guidance:

- Attached is a training deck that provides you with contact phone numbers that are active after the 6/24 go live date and other materials.
- Use this link to reach the resource page that includes Request Checklists, health plan guidelines, and FAQs that are covered in the training:
<http://www.aimproviders.com/rehabilitation/Resources.html>
- Please direct your questions for AIM to: RehabProgram@aimspecialtyhealth.com Clinical questions or needed follow up will be directed from the email address.

Additional Q&A

APTA and several of the chapters sent a number of questions to AIM/Anthem. The questions are provided below along with the answers in bold:

- Process providers should follow if the website is not working as expected:
They should call the Call Center and a referral specialist will work with them to obtain an auth.
- What to do if care is being delayed:
Providers are to call their local health plan to determine how to handle a retro auth.
- Reduction in phone wait times:
Call center management staff is addressing service metrics at the call center. They have shifted staff from other programs and have seen a reduction in both number of calls, speed to answer, and call durations.
- Honoring the old auth in the system at the time of the AIM rollout:
An existing authorization that has been provided by the health plan that extends past the AIM go-live date with visits remaining will be honored. The provider will need to come to AIM when that auth expires if the patient still meets medical necessity criteria.

Please contact NYPTA Executive Director Kelly Garceau (kgarceau@nypta.org) with any questions or concerns regarding the rollout or authorization issues.

