

Provider Update

Reminder to use new phone number for AIM Specialty Health® (AIM)

Summary of change: On June 1, 2015, AIM updated their precertification request and general information phone number. The updated phone number is 1-844-423-0877. Providers should call this number to request precertification for certain outpatient imaging utilization management services for Amerigroup Community Care members. However, the most effective and expedient method for initiating a review request is the online request tool located at aimspecialtyhealth.com/goweb.

✦ **What this means to you:** Providers should initiate a review request using the online request tool at aimspecialtyhealth.com/goweb or by calling AIM at 1-844-423-0877, Monday through Friday from 8 a.m. to 5 p.m.

Fax requests are not accepted for prior authorization requests.

As a reminder, the ordering provider continues to be responsible for obtaining precertification for the following services:

- Computer tomography (CT)/computed tomography angiography (CTA) scans
- Nuclear cardiology
- Stress echocardiography (SE)
- Resting transthoracic echocardiography (TTE)
- Echocardiogram (echo)
- Magnetic resonance imaging (MRI)/magnetic resonance angiogram (MRA)
- Positron emission tomography (PET) scans
- Transesophageal echocardiography (TEE)

What if I need assistance?

If you have questions about this communication, received this fax in error or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at 1-800-454-3730.