

# Provider Update

## Reminder of new phone number for AIM<sup>®</sup> Specialty Health

**Summary of update:** On June 1, 2015, AIM Specialty Health (AIM) updated its 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.

✦ **What this means to you:** Providers should initiate a review request using the online request tool at [aimspecialtyhealth.com/goweb](http://aimspecialtyhealth.com/goweb) or by calling AIM at 1-844-423-0877, Monday through Friday, from 8 a.m. to 5 p.m. The most efficient way to submit review requests is at the aim website. But if you choose to call it in, use the updated phone number.

**Faxed requests are not accepted for prior authorization requests.**

As a reminder, Amerigroup still processes claims, and there are **no changes** to:

- Our clinical and coverage guidelines
- Our network of providers offering radiology services to our members
- Precertification for outpatient diagnostic radiology services provided at a hospital

The ordering provider is still responsible for obtaining precertification for the following services:

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

### **What if I need assistance?**

Should you have questions, please contact your local Provider Relations representative or call our Provider Services team at 1-800-454-3730.

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By Amerigroup Community Care



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