

AIM IVR changes for non-oncology medical specialty drug reviews effective January 1, 2021

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In 2019, non-oncology medical specialty drug reviews were transitioned from AIM Specialty Health® (AIM) to IngenioRx. We are implementing changes to the AIM IVR telephone prompts as they relate to IngenioRx medical specialty drug reviews.

Currently, if a provider calls any of the existing AIM toll-free numbers to request a non-oncology medical specialty drug review, IVR telephone prompts are available informing the caller of the IngenioRx toll-free number, 833-293-0659. Callers are then automatically transferred to the IngenioRx number.

Beginning on January 1, 2021, the AIM toll-free numbers **will no longer offer these IVR telephone prompts and transfer callers to IngenioRx** for non-oncology medical specialty reviews. Providers must contact the IngenioRx review team directly using one of these options:

- Phone: 833-293-0659
- Fax: 888-223-0550
- Online: [availity.com](https://www.availity.com) available 24/7

799-1220-PN-NE

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