

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

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In 2019, non-oncology medical specialty drug reviews were transitioned from AIM Specialty Health<sup>®</sup> (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 into any of the existing AIM toll-free numbers for non-oncology medical specialty drug reviews, IVR telephone prompts are available informing the caller of the IngenioRx toll-free number, 1-833-293-0659. 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:

- By phone at **1-833-293-0659**
- By fax at 1-888-223-0550
- Online access at [availity.com](https://www.availity.com) available 24/7

799-1220-VA

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