

UPDATE: Notice of changes to the AIM Musculoskeletal Program prior authorization requirements*

Published: Apr 1, 2020 - **Policy Updates** / Medical Policy & Clinical Guidelines

The March 2018 edition of the *Network Update* previously announced that AIM would review level of care and expected length of stay. As you know, AIM Specialty Health® (AIM) administers the musculoskeletal program. The musculoskeletal program includes the medical necessity review of certain surgeries of the spine and joints, as well as interventional pain treatment for Commercial fully insured Anthem members and some ASO groups.

Effective May 1, 2020, AIM will add the additional review of level of care and expected length of stay for medical necessity using [AIM clinical guidelines](#) for requests received on or after May 1, 2020.

Providers should continue to submit prior authorization review requests to AIM using one of the following ways:

- Access AIM *ProviderPortal*_{SM} directly at [providerportal.com](#). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Portal at [availity.com](#)
- Call the AIM toll-free number at (800) 554-0580, Monday through Friday 8:30 am – 7 pm ET.

In addition, AIM has developed an [educational website](#) to help your practice get started with the musculoskeletal and pain management program.

For questions, please contact the provider number on the back of the member ID card.

URL: <https://providernews.anthem.com/ohio/article/update-notice-of-changes-to-the-aim-musculoskeletal-program-prior-authorization-requirements>

Featured In:

April 2020 Anthem Provider News - Indiana, April 2020 Anthem Provider News - Missouri, April 2020 Anthem Provider News - Ohio, April 2020 Anthem Provider News - Wisconsin

Anthem Blue Cross and Blue Shield is the trade name of: In Colorado Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. In Connecticut: Anthem Health Plans, Inc. In Georgia: Blue Cross Blue Shield Healthcare Plan of Georgia, Inc. In Indiana: Anthem Insurance Companies, Inc. In Kentucky: Anthem Health Plans of Kentucky, Inc. In Maine: Anthem Health Plans of Maine, Inc. In Missouri (excluding 30 counties in the Kansas City area): RightCHOICE® Managed Care, Inc. (RIT), Healthy Alliance® Life Insurance Company (HALIC), and HMO Missouri, Inc. RIT and certain affiliates administer non-HMO benefits underwritten by HALIC and HMO benefits underwritten by HMO Missouri, Inc. RIT and certain affiliates only provide administrative services for self-funded plans and do not underwrite benefits. In Nevada: Rocky Mountain Hospital and Medical Service, Inc. HMO products underwritten by HMO Colorado, Inc. dba HMO Nevada. In New Hampshire: Anthem Health Plans of New Hampshire, Inc. HMO plans are administered by Anthem Health Plans of New Hampshire, Inc. and underwritten by Matthew Thornton Health Plan, Inc. In Ohio: Community Insurance Company. In Virginia: Anthem Health Plans of Virginia, Inc. trades as Anthem Blue Cross and Blue Shield in Virginia, and its service area is all of Virginia except for the City of Fairfax, the Town of Vienna, and the area east of State Route 123. In Wisconsin: Blue Cross Blue Shield of Wisconsin (BCBSWI), which underwrites or administers the PPO and indemnity policies and underwrites the out of network benefits in POS policies offered by CompCare or WCIC; CompCare Health Services Insurance Corporation (CompCare) underwrites or administers the HMO policies and Wisconsin Collaborative Insurance Company (WCIC) underwrites or administers Well Priority HMO or POS policies. Independent licensees of the Blue Cross and Blue Shield Association. Anthem is a registered trademark of Anthem Insurance Companies, Inc. The Blue Cross and Blue Shield names and symbols are registered marks of the Blue Cross and Blue Shield Association. Use of the Anthem websites constitutes your agreement with our Terms of Use.
