



An Anthem Company

## NEW YORK Provider Communications

### Update to claim processing for services requiring AIM prior authorization

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Empire recently discovered that some claims with services under the following programs are processing without the required prior authorization through AIM Specialty Health® (AIM), a separate company:

- Sleep Management
- Radiology Oncology
- Radiology Benefit Management (RBM)
- Cardiology

Effective July 1, 2018, our claims systems will be updated to correct this issue.

Claims for Sleep Management, Radiology Oncology, Radiology Benefit Management (RBM), and Cardiology services continue to require prior authorization through AIM. For a list of the codes that require prior authorization, visit the AIM **ProviderPortal**<sup>SM</sup>.

As a reminder, please submit prior authorization requests to AIM in one of the following ways:

- Access AIM **ProviderPortal**<sup>SM</sup> directly at [providerportal.com](http://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 Web Portal at [availity.com](http://availity.com)
- Call the AIM Contact Center toll-free number: 877-430-2288, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

**URL:** <https://providernews.empireblue.com/article/update-to-claim-processing-for-services-requiring-aim-prior-authorization>

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