

Update: AIM Musculoskeletal Program effective November 1, 2021 - Site of care reviews*

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**Notice of Material Amendment/Change to Contract (MAC)*

Effective November 1, 2021, AIM Specialty Health® (AIM), a separate company, will expand the AIM Musculoskeletal program to perform medical necessity review of the requested site of service for certain spine, joint and interventional pain procedures for Anthem Blue Cross and Blue Shield (Anthem) fully insured members, as further outlined below.

AIM will continue to manage the AIM Musculoskeletal program and Level of Care review. [The AIM Level of Care Guideline for Musculoskeletal Surgery and Procedures](#) is used for the Level of Care review. Prior authorization will now also be required for the clinical appropriateness of the site in which the procedure is performed (site of care). AIM will use the following Anthem Clinical UM Guideline: CG-SURG-52: Site of Care: Hospital-Based Ambulatory Surgical Procedures and Endoscopic Services. The clinical criteria to be used for these reviews can be found on the [Anthem Provider portal Clinical UM Guidelines page](#). *Please note, this does not apply to procedures performed on an emergent basis.*

A subset of the AIM musculoskeletal program codes will be reviewed for site of care. A complete list of CPT codes requiring prior authorization for the AIM Musculoskeletal site of care program is available on the [AIM Musculoskeletal microsite](#). To determine if the AIM Musculoskeletal Program applies to an Anthem member on or after November 1, 2021, providers can contact the Provider Services phone number on the back of the member's ID card for benefit information. AIM will also have a file upload from Anthem regarding the members to whom the program applies, and will not provide prior authorization for members to whom the program does not apply. If providers use the Interactive Care Reviewer (ICR) tool on the Availity Portal to request prior authorization for a member for the Musculoskeletal Program, ICR will produce a message referring the provider to AIM. *Note: ICR cannot accept prior authorization requests for services administered by AIM.*

Members included in the new program

All fully insured and administrative services only (ASO) members currently participating in the AIM Musculoskeletal Program are included. For self-funded (ASO) groups that currently do not participate in the AIM Musculoskeletal Program, the Program will be offered to self-funded accounts (ASO) to add to their members' benefit package as of November 1, 2021.

Prior authorization review requirements

For surgeries that are scheduled to begin on or after November 1, 2021, all providers must contact AIM to obtain prior authorization review

The following groups are excluded: Medicare Advantage, Medicaid, Medicare, Medicare supplement, MA EGR, Federal Employee Program[®] (FEP[®]).

For services provided on or after November 1, 2021, ordering and servicing providers may begin contacting AIM **beginning October 18, 2021** for review. Providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **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 Web Portal at availability.com.
- Call the AIM Contact Center toll-free number at 800-554-0580, Monday through Friday, 8:30 a.m. to 7:00 p.m. ET.

Initiating a request on AIM's **ProviderPortal**_{SM} for physical, occupational or speech therapy and entering all the requested clinical questions will allow you to receive an immediate determination. If the request is approved, you will receive the Order ID, the number of visits and valid time frame. [The AIM Musculoskeletal Program microsite](#) on the AIM provider portal helps you learn more and access helpful information and tools such as order entry checklists.

AIM Musculoskeletal training webinars

Anthem invites you to take advantage of a free informational webinar that will introduce you to the program and the robust capabilities of the AIM **ProviderPortal**_{SM}. Go to the [AIM Musculoskeletal microsite](#) to register for an upcoming webinar. If you have previously registered for other services managed by AIM, there is no need to register again.

We value your participation in our network and look forward to working with you to help improve the health of our members.

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