

Updated AIM musculoskeletal program effective November 1, 2021: site of care reviews

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We are committed to being a valued health care partner in identifying ways to achieve better health outcomes, lower costs and deliver access to a better healthcare experience for consumers.

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 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 Blue Cross and Blue Shield (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 prior authorize 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 self-funded administrative services only (ASO) members currently participating in the AIM musculoskeletal program are included. The program will be offered to self-funded accounts (ASO) that currently do not participate in the AIM musculoskeletal program to add to their members' benefit package in 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. The following groups are excluded: Medicare Advantage, Medicaid, Medicare, Medicare supplement, MA EGR, Federal Employee Program® (FEP®).

physical, occupational or speech therapy 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 availity.com.
- Call the AIM Contact Center toll-free number at 866-714-1103, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

Initiating a request on AIM's **ProviderPortal**_{SM} for physical, occupational or speech therapy (PT/OT/ST) 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, including order entry checklists.

AIM musculoskeletal training webinars

Anthem Blue Cross and Blue Shield 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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