



An Anthem Company

New York Provider News

UPDATE: new Rehabilitative Program remains temporarily delayed

Products & Programs:

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Empire BlueCross BlueShield (“Empire”) announced [earlier this month](#) that our new Rehabilitative Program which was originally communicated in the [April 2019 edition](#) of Empire’s Provider News would be delayed until August 1, 2019. Due to some continued group membership, provider status, and system issues experienced by Empire and AIM Specialty Health (AIM), a separate company, related to the Rehab program, the program remains temporarily delayed. A new program launch date will be communicated in the September edition of Empire’s Provider News. *Coverage for PT/ST/OT visits with dates of service July 1, 2019 and thereafter will not require a prior authorization until further notice.*

When AIM begins accepting prior authorization requests, ordering and servicing 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 877-430-2288, Monday–Friday, 8:00 a.m.–6:00 p.m. ET.

Empire invites you to take advantage of an informational webinar that will introduce you to the Rehabilitative Program and the capabilities of the AIM **ProviderPortal**_{SM}. Visit the [AIM Rehabilitation microsite](#) to register for an upcoming training session.

URL: <https://providernews.empireblue.com/article/update-new-rehabilitative-program-remains-temporarily-delayed-1>
