

New phone number for AIM Specialty Health

In April 2022, AIM Specialty Health®* (AIM) launched new phone numbers for prior authorization requests for Anthem Blue Cross and Blue Shield Medicaid radiology solution.

Effective August 15, 2022, the old phone number for AIM will no longer be available for requests. Please use this new number to submit AIM prior authorization requests.

State/line of business	AIM phone number effective August 15, 2022
Kentucky/ Anthem Blue Cross and Blue Shield Medicaid	877-291-0504

The best way to reach AIM is to use the ProviderPortalsSM for:

- Self-service.
- Available 24/7.
- Customizable with physician information.
- Easy to use and allows real-time determinations.

The ProviderPortal is a fast and efficient way to start a case. It also allows your team to:

- Check order status and view order history.
- Print/save PDF of order summary.
- Use multiple staff members to enter/view the practice’s orders.
- Increase payment certainty.
- Reference desk training and tutorials, including *Clinical Criteria* and CPT lists.

Your first step is to register your practice in ProviderPortal. If you are not already registered, go to providerportal.com to register.



Email is the quickest and most direct way to receive important information from Anthem Blue Cross and Blue Shield Medicaid.



To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/3lZ9oEj>).

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Anthem Blue Cross and Blue Shield Medicaid.



<https://providers.anthem.com/ky>