

## **FAQ: New AIM Specialty Health contact center phone number**

Please note, this communication applies to Anthem HealthKeepers Plus, Medallion and Anthem HealthKeepers Plus, Commonwealth Coordinated Care Plus (Anthem CCC Plus) offered by HealthKeepers, Inc.

AIM Specialty Health® (AIM)\* has created a specific AIM contact center phone number for Anthem HealthKeepers Plus providers. This number is effective starting September 1, 2021. The current number will remain active until 2022, but AIM would like for providers to start using the new number as soon as possible.

### **Q. What is the new AIM phone number for HealthKeepers, Inc.?**

A. The new phone number is **855-574-6480**.

### **Q. When is the anticipated go-live date for providers to begin using the new phone number?**

A. The effective date was September 1, 2021.

### **Q. What will happen to the previous AIM number?**

A. The previous number will remain active; however, Anthem HealthKeepers Plus providers will need to dial the new phone number for further assistance.

AIM will continue to transition other Medicaid markets to their own unique phone line. The existing numbers must remain active until all markets are no longer using the previous number. The target completion date for this transition will be by quarter 4 in 2022, and the previously used phone number will be discontinued by quarter 1 in 2023.

### **Q. How will call data be reported?**

A. After September 1, 2021, all call data for HealthKeepers, Inc. is pulled using the new phone number only.

### **Q. Is the new number applicable to Medicare as well?**

A. No, this new number is only for Medicaid. Medicare will have a separate phone number.

### **What if I need assistance?**

If you have any questions about this communication, call Anthem HealthKeepers Plus, Medallion Provider Services at **800-901-0020** or Anthem CCC Plus Provider Services at **855-323-4687**.

\* AIM Specialty Health is an independent company providing some utilization review services on behalf of HealthKeepers, Inc.