

**Introduction:** For dates of service on or after Oct. 1, 2018, AIM Specialty Health® manages authorizations for Blue Care Network HMO (commercial) and BCN Advantage members for select cardiology and radiology services. In this document, you'll find answers to some questions you may have about AIM.

### GENERAL QUESTIONS ABOUT AIM

**Q: Who is AIM Specialty Health?**

**A:** AIM Specialty Health is an independent specialty benefits management company that manages authorizations for Blue Care Network HMO (commercial) and BCN Advantage members for select cardiology and radiology services. This applies to dates of service on or after Oct. 1, 2018.

Note: eviCore healthcare manages select outpatient radiology and cardiology services for dates of service prior to Oct. 1, 2018, including postservice requests.

**Q: Can the AIM phone number for BCN also be used for Blue Cross?**

**A:** No. AIM has assigned these distinct phone numbers to Blue Cross and Blue Care Network:

- Blue Care Network AIM phone number: 1-844-377-1278
- Blue Cross AIM phone number: 1-800-728-8008

These phone numbers cannot be used interchangeably.

**Q: Who handles technical issues with the AIM provider portal?**

**A:** Contact the AIM support team at 1-800-252-2021.

### QUESTIONS ABOUT THE TRANSITION TO AIM

**Q: What are some things I should know about the transition to AIM?**

**A:** BCN and AIM have worked together to make the transition to using AIM as easy as possible. Here are some things you can look forward to:

- Fewer procedures require authorization under AIM.
- AIM can check a member's benefits on web-DENIS.
- AIM will schedule a peer-to-peer discussion with you before they decide on any authorization in question.
- The letters that you and members receive have been cobranded to include both the BCN and AIM logos and include easy-to-understand language.

**Q: Can I check the status of an AIM authorization request in the e-referral system?**

**A:** Yes, you can see the status of the request in the e-referral system within a day or two after submission. However, it'll appear in the AIM provider portal first.

### **QUESTIONS ABOUT THE TRANSITION TO AIM (continued)**

**Q: Do I need to submit a new request to AIM for an authorization request I submitted to eviCore for a date of service on or after Oct. 1, 2018?**

**A:** No, BCN will honor the authorization request you submitted to eviCore.

**Q: What happens if I submit an authorization request with the same date of service (on or after Oct. 1, 2018) to both eviCore and AIM?**

**A:** BCN's claims payment system recognizes authorizations from eviCore and AIM. If the authorization is on file, the claim will be paid appropriately.

**Q: Can I contact eviCore about a date of service after Oct. 1, 2018?**

**A:** If you call eviCore or log into the eviCore portal about a date of service after Oct. 1, 2018, for select cardiology and radiology services, you'll be directed to BCN. BCN, in turn, will direct you to AIM.

**Q: Can I submit retrospective authorization requests for BCN members? If so, for how far back?**

**A:** Yes, you can submit retrospective authorization requests for up to 365 days after the date of service.

**Q: How are retrospective authorization requests being handled during the transition?**

**A:** eviCore will process retrospective requests with dates of service prior to Oct. 1, 2018. AIM will process retrospective requests with dates of service on or after Oct. 1, 2018.

**Q: Who handles the appeals when an authorization request is denied?**

**A:** Here's how appeals are handled:

- BCN handles:
  - All BCN HMO (commercial) and BCN Advantage member appeals
  - All BCN Advantage provider appeals
- AIM handles all BCN HMO (commercial) provider appeals.

We recommend that you follow the directions included in the denial letter.