

Frequently asked questions about AIM

For cardiology, radiology (high technology) and sleep studies (in lab)

For Blue Cross commercial, Medicare Plus BlueSM,
Blue Care Network commercial and BCN AdvantageSM

Revised December 2022

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AIM Specialty Health[®] manages authorizations for select services for Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage members. In this document, you'll find answers to some questions you may have about AIM.

Note: This document does not include information about AIM's management of medical oncology authorizations involving drugs. For information on those services, refer to the document [Oncology management program: Frequently asked questions for providers](#).

What is AIM Specialty Health?

AIM Specialty Health is an independent specialty benefits management company for health care organizations that helps improve the quality of care for members while helping reduce costs for many complex tests and treatments.

What types of authorizations does AIM manage for Blue Cross and BCN?

Refer to these documents:

- For Medicare Plus Blue, BCN commercial and BCN Advantage members:
[Procedures that require prior authorization by AIM Specialty Health: Cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)

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- For Blue Cross commercial members:
 - [Radiology services for Michigan Blue Cross and Blue Shield Federal Employee Program members that require authorization by AIM Specialty Health](#)
 - [Radiation Oncology Prior Authorization List for UAW Retiree Medical Benefits Trust non-Medicare members](#)
 - For most other Blue Cross commercial members: [Procedures that require prior authorization by AIM Specialty Health: Cardiology, radiology \(high technology\) and sleep studies \(in lab\)](#)

How do I submit prior authorization requests to AIM?

Submit prior authorization requests to AIM:

- Electronically, through the AIM ProviderPortal, which you can access:
 - Through our provider portal (availability.com*). Click *Payer Spaces* on the menu bar; then click the BCBSM and BCN logo. On the Applications tab, click the AIM Provider Portal tile.
 - Directly, at [AIM ProviderPortal](#)^{®*}
- By phone, through the AIM Contact Center:
 - For Blue Cross commercial and Medicare Plus Blue: Call 1-800-728-8008.
 - For BCN commercial and BCN Advantage: Call 1-844-377-1278.

Important! To route your request to the appropriate AIM staff, you must submit Blue Cross and BCN prior authorization requests through the phone number assigned to those plans.

Who do I contact if I'm having technical issues with the AIM ProviderPortal?

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

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

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 AIM's ProviderPortal first.

Can I submit retroactive authorization requests to AIM?

You can submit retroactive authorization requests as follows:

- For Blue Cross commercial and Medicare Plus Blue members: Within 90 days of the date of service
- For BCN commercial: Within 24 months of the date of service
- BCN Advantage members: Within 12 months of the date of service

Where do I submit an appeal if my authorization request is denied?

You should follow the instructions that are included in the denial letter. In general:

- Blue Cross commercial:
 - Submit provider appeals to AIM.
 - Submit member appeals to Blue Cross.
- Medicare Plus Blue
 - For standard appeals, mail to Medicare Plus Blue at:
Blue Cross Blue Shield of Michigan Medicare Advantage
Grievances and Appeals Department
P.O. Box 2627
Detroit, MI 48231-2627
 - For fast appeals, fax to Medicare Plus Blue at 1-877-348-2251.
- BCN commercial:
 - Submit provider appeals to AIM.
 - Submit member appeals to BCN.
- BCN Advantage: Submit both provider and member appeals to BCN Advantage.

Note: To decrease denials, AIM will schedule a peer-to-peer discussion before making a determination on any authorization in question.

Where can I find the clinical criteria AIM uses to make determinations on authorization requests?

1. Visit aimspecialtyhealth.com.
2. Click [Clinical Guidelines and Pathways](#)* at the top right.
3. Scroll down the page and click *Find the Guidelines* for the service.

Where can I get more information on the authorizations AIM manages for Blue Cross and BCN?

Visit the ereferrals.bcbsm.com website, on these webpages:

- [AIM-Managed Procedures for Blue Cross](#)
- [AIM-Managed Procedures for BCN](#)

You'll also find information in the document titled [Summary of utilization management programs for Michigan providers](#) and in our provider manuals.

To access our provider manuals:

1. Log in to our provider portal (availity.com*).
2. Click *Payer Spaces* on the menu bar and then click the BCBSM and BCN logo.
3. Click the *Resources* tab.
4. Click *Secure Provider Resources (Blue Cross and BCN)*.
5. Click *Provider manuals*.

*Clicking this link means that you're leaving the Blue Cross Blue Shield of Michigan and Blue Care Network website. While we recommend this site, we're not responsible for its content.

Availity® is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to offer provider portal services.