

Interactive Care Reviewer via Healthy Blue and AIM authorization submission requirement changes

Effective January 25, 2021, Healthy Blue and AIM Specialty Health®* (AIM) will make changes to their authorization submission portal requirements via the Interactive Care Reviewer (ICR) and AIM *ProviderPortal*.

In order to streamline your advanced imaging requests, both Healthy Blue and AIM will require the completion of fields for both the *ordering* and *rendering* providers' fax numbers. These fields are mandatory in order to progress through the request and receive a real-time response for you to deliver quality, appropriate care efficiently to your patients.

This communication is to provide advance notice of this change to allow time to make any needed changes in your authorization submission processes.

Vendor summary

AIM is a national leader in specialty benefits management. AIM's mission is to make healthcare services more clinically appropriate, safer and more affordable. AIM programs consist of cardiology, oncology, specialty drugs, sleep management and radiology. AIM promotes safe, appropriate, cost-effective use of clinical guidelines and works with their clients and members to get improved results.

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **1-833-405-9086**.

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.

<https://provider.healthybluemo.com>

Healthy Blue is a Medicaid product offered by Missouri Care, Inc., a MO HealthNet Managed Care health plan contracting with the Missouri Department of Social Services. Healthy Blue is administered statewide by Missouri Care, Inc. and administered in the Kansas City service region by Missouri Care, Inc. in cooperation with Blue Cross and Blue Shield of Kansas City. Missouri Care, Inc. and Blue Cross and Blue Shield of Kansas City are both independent licensees of the Blue Cross and Blue Shield Association.

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