



BlueCross BlueShield of New Mexico

Tips for Using AIM Specialty Health®



AIM Specialty Health's preauthorization services improve provider efficiency for pre-service and post-service reviews

Applies to some Blue Cross and Blue Shield of New Mexico (BCBSNM) commercial members

The AIM *ProviderPortal*SM will simplify pre- and post-service reviews

- Use the AIM *ProviderPortal* to request preauthorization (pre-service)
- Post-service review requests should also be submitted directly to AIM via the *ProviderPortal*
- Do not submit medical records to BCBSNM for care categories managed by AIM
- If medical records are needed, AIM will request them via the *ProviderPortal*

Care categories that require preauthorization through AIM effective Jan. 1, 2021

- Advanced imaging
- Sleep medicine
- Joint and spine surgery, pain management
- Genetic testing
- Radiation therapy

Benefits will vary based on the service being rendered and individual and group policy elections. **Always check eligibility and benefits first, through Availity®** or your preferred web vendor. This step will confirm coverage and other important details, such as preauthorization requirements and vendors.

AIM's Portal Offers End-to-End Efficiencies for pre- and post-service reviews

- Self service available 24/7
- Smart clinical algorithms mean real-time determinations, in many cases
- Transparent feedback before transferring to clinical review
- Check order status and view order history
- Increases payment certainty
- Reference desk training and tutorials

Provider resources:

- You can access and register for the [AIM *ProviderPortal* here](#).
- If you have questions or issues with the *ProviderPortal* call the AIM support team at 800-252-2021.
- Check out our [AIM provider microsite](#) for training webinars, clinical guidelines and other resources.
- Find code lists that require preauthorization in the [Preauthorization](#) section of the BCBSNM provider website.

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