



Nonprofit corporations and independent licensees
of the Blue Cross and Blue Shield Association

Provider alert

Blue Cross commercial, Medicare Plus BlueSM,
BCN commercial and BCN AdvantageSM

Category: Authorizations/referrals

Date posted: Aug. 4, 2022

Some members temporarily not found in AIM ProviderPortal[®]

We've identified a problem with providers not being able to find some of our members in the AIM ProviderPortal when they attempt to submit a prior authorization request.

What we're doing: We're working closely with AIM to resolve the problem as soon as possible. We expect the problem to be resolved by late Friday, Aug. 5.

What providers should do: If you can't find a member in the AIM ProviderPortal, please wait until **after** Friday Aug. 5, to submit prior authorization and retrospective authorization requests.

We apologize for any inconvenience you may experience as a result of this problem.

As a reminder, AIM Specialty Health manages authorizations for select services for Blue Cross commercial, Medicare Plus Blue, BCN commercial and BCN Advantage members.

AIM Specialty Health is an independent company that contracts with Blue Cross Blue Shield of Michigan and Blue Care Network to manage authorizations for select services