



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

## Provider alert

Blue Cross commercial, Medicare Plus Blue<sup>SM</sup>,  
BCN commercial and BCN Advantage<sup>SM</sup>

Category: Authorizations/referrals

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## AIM ProviderPortal operating slowly

The AIM Specialty Health<sup>®</sup> [ProviderPortal](#)<sup>®\*</sup> is operating slowly. AIM is working to identify and resolve the issue.

Until the issue gets resolved, we ask for your patience while submitting prior authorization requests through the AIM ProviderPortal.

You can also submit requests by calling the AIM call center at 1-844-377-1278.

We apologize for any inconvenience you may be experiencing.

For additional information about the services that AIM manages for Blue Cross Blue Shield of Michigan and Blue Care Network, refer to these webpages at [ereferrals.bcbsm.com](http://ereferrals.bcbsm.com):

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

\*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.

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.