

How to speed up the review process for AIM prior authorization requests

To make the process of submitting prior authorization requests to AIM Specialty Health[®] as speedy and efficient as possible, we're offering important tips to keep in mind.

What to do

- Gather all the pertinent information about the procedure and the patient's condition before submitting the request.

Example: For requests that involve oncology services, include information on tumor testing results, tumor staging and previous therapy.

- Submit the request with a complete set of clinical information that supports the rationale for the regimen of care you're planning.

Here's why: This will move the clinical review process along faster.

- Provide a phone number where the provider can be reached for a peer-to-peer discussion.

Here's why: This will help AIM get answers to clinical questions so they can determine the medical necessity of the proposed services.

Submit prior authorization requests electronically

We encourage you to submit prior authorization requests to AIM through our provider portal. To do this:

1. Log in to availity.com*
2. On the Availity[®] menu bar, click *Payer Spaces* and then click the BCBSM and BCN logo.
3. On the Applications tab, click the *AIM Provider Portal* tile.

Note: If you need to request access to our provider portal, follow the instructions on the [Register for web tools](https://bcbsm.com/providers/register-for-web-tools) webpage on bcbsm.com/providers.

As an alternative, you can call the AIM Contact Center at 1-844-377-1278.

Where to find information about AIM requirements

For more information about the services that AIM manages for us, including procedure codes, and for more details on how to submit prior authorization requests to AIM, refer to these webpages at ereferrals.bcbsm.com:

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

*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.

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