

AIM to change its name to Carelon

In March 2023, AIM Specialty Health[®] will change its name to Carelon Medical Benefits Management.

The name change will not affect how they work with providers. For example:

- They'll still manage authorizations for the services they manage today.
- Their provider portal web address will not change and providers will still access it:
 - Through our provider portal (availity.com*)
 - Directly at providerportal.com
- The call center numbers will remain the same:
 - Blue Care Network: 1-844-377-1278
 - Blue Cross Blue Shield of Michigan: 1-800-728-8008

A recorded message will advise callers of the name change to Carelon Medical Benefits Management.

- Visitors to the current AIM [Clinical Guidelines](#) site and [corporate webpage](#) will automatically be redirected to a Carelon web address.
- Clinical decision letters and other communications will transition to display the Carelon Medical Benefits Management name and logo.

The important thing to know is that this is a change only to the AIM Specialty Health name. There will be no changes to the way providers submit prior authorization requests.

*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.