

# Indiana Provider Communications

---

## **UPDATE: New Rehabilitative Program remains temporarily delayed**

---

Published: Jul 16, 2019

Anthem Blue Cross and Blue Shield (Anthem) announced [earlier this month](#) that our new Rehabilitative Program which was originally communicated in the [April 2019 edition](#) of Anthem *Provider News* would be delayed until August 1, 2019. Due to some continued group membership, provider status, and system issues experienced by Anthem and AIM Specialty Health (AIM), a separate company, related to the Rehab program, **the program remains temporarily delayed**. A new program launch date will be communicated in the September edition of Anthem's *Provider News*.

*Coverage for Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST) visits with dates of service July 1, 2019 and thereafter will not require a prior authorization until further notice.*

When AIM begins accepting prior authorization requests, ordering and servicing providers may submit prior authorization requests to AIM in one of several ways:

- Access AIM's **ProviderPortal**<sup>SM</sup> directly at [providerportal.com](http://providerportal.com). Online access is available 24/7 to process orders in real-time, and is the fastest and most convenient way to request authorization.
- Access AIM via the Availity Web Portal at [availity.com](http://availity.com).
- Call the AIM Contact Center toll-free number at (800) 554-0580, Monday through Friday, 8:30 a.m. to 7:00 p.m. ET.

Anthem invites you to take advantage of an informational webinar that will introduce you to the Rehabilitative Program and the capabilities of the AIM **ProviderPortal**<sup>SM</sup>. Visit the [AIM Rehabilitation microsite](#) to register for an upcoming training session.

---

<https://providernews.anthem.com/indiana/article/update-new-rehabilitative-program-remains-temporarily-delayed-3>

**Featured In:**

Anthem Indiana UPDATE: New Rehabilitative Program remains temporarily delayed