

Nevada Provider Communications

Update and Reminder: new Rehabilitative Program effective July 1, 2019

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As previously communicated in [April 2019 Anthem Important Updates](#) with the notification titled [New AIM Rehabilitation program effective July 1, 2019](#), AIM Specialty Health® (AIM), a separate company, will begin to perform pre-certification review of rehabilitative (restoring function) and habilitative (enhancing function) services for Anthem commercial fully insured members beginning July 1, 2019. Currently, OrthoNet LLC is performing medical necessity reviews for physical and occupational therapy services for Anthem. These reviews, in addition to speech therapy service reviews, will transition to AIM.

AIM will manage Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST) medical necessity reviews and will require pre-certification for all outpatient facility and office-based rehabilitative and habilitative services following the initial evaluation. AIM will use the following Anthem Clinical UM Guidelines:

- [CG-REHAB-04 Physical Therapy](#)
- [CG-REHAB-05 Occupational Therapy](#)
- [CG-REHAB-06 Speech-Language Pathology Services](#)

The clinical criteria used for these reviews can be found on our anthem.com [Clinical UM Guidelines](#) page. A complete list of CPT codes requiring pre-certification for the AIM Rehabilitative Program is available on the [AIM Rehabilitation microsite](#). There you can access additional helpful information such as order entry checklists and FAQs.

AIM will now begin accepting pre-certification requests on **June 24, 2019** for dates of service on and after July 1, 2019. Ordering and servicing providers may submit pre-certification requests to AIM in one of several ways:

- Access AIM's **ProviderPortalSM** directly at [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](#).
- Call the AIM Contact Center toll-free number: 877-291-0366, Monday-Friday, 7:00 a.m. - 5:00 p.m. PT.

Need training?

Anthem invites you to take advantage of an informational webinar that will introduce you to

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the Rehabilitative Program and the robust capabilities of the AIM **ProviderPortalSM**. Visit the [AIM Rehab microsite](#) to register for an upcoming training session.

<https://providernews.anthem.com/nevada/article/update-and-reminder-new-rehabilitative-program-effective-july-1-2019-1>

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