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Anthem Blue Cross and Blue Shield (Anthem) previously communicated on [July 3, 2019](#) that AIM Specialty Health® (AIM), a separate company, would begin to perform prior authorization review of rehabilitative (restoring function) and habilitative (enhancing function) services for Anthem fully insured members beginning August 1, 2019. Due to some continued group membership, provider status, and system issues experienced by Anthem and AIM 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), Speech Therapy (ST), and Occupational Therapy (OT) visits with dates of service July 1, 2019 and thereafter will not require a prior authorization until further notice.*

When AIM begins accepting pre-certification requests, ordering and servicing providers submit pre-certification requests to AIM in one of several ways:

- Access AIM's **ProviderPortal_{SM}** 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.

AIM Rehabilitation training webinars

Anthem invites you to take advantage of a free informational webinar that will introduce you to the program and the robust capabilities of the AIM **ProviderPortal_{SM}**. Go to the [AIM Rehabilitation microsite](#) to register for an upcoming webinar. If you have previously registered for other services managed by AIM, there is no need to register again.