

New Hampshire Provider Communications

UPDATE: new Rehabilitative Program remains temporarily delayed

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Anthem announced [earlier this month](#) that our new Rehabilitative Program which was originally communicated in the [April 2019 edition](#) of *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 *Provider News*. *Coverage for physical, occupational and speech therapy 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**_{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 at 866-714-1107, Monday – Friday, 8:00 a.m. – 5:00 p.m.

We invite you to take advantage of an informational webinar that will introduce you to the Rehabilitative Program and the capabilities of the AIM *ProviderPortal*_{SM}. Visit the [AIM Rehabilitation microsite](#) to register for an upcoming training session.

<https://providernews.anthem.com/new-hampshire/article/update-new-rehabilitative-program-remains-temporarily-delayed-6>

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