

Virginia Provider Communications

AIM Specialty Health programs may require documentation

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Currently, HealthKeepers, Inc. requires providers to submit various Anthem HealthKeepers Plus pre-service requests to AIM Specialty Health® (AIM). As part of our ongoing quality improvement efforts for outpatient diagnostic imaging services, cardiac procedures and sleep studies, AIM may request documentation to support the clinical appropriateness of certain requests.

When requested, providers should verify information by submitting documentation from the medical record and/or participating in a pre-service consultation with an AIM physician reviewer. If medical necessity is not supported, the request may be denied as not medically necessary.

If you have any questions about this communication, call Provider Services at **1-800-901-0020** or Anthem CCC Plus Provider Services at **1-855-323-4687**.

<https://providernews.anthem.com/virginia/article/aim-specialty-health-programs-may-require-documentation-5>

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