

September 2022

Upcoming Webinars for AIM Programs

Blue Cross and Blue Shield of North Carolina (Blue Cross NC) will transition the review of radiology, cardiology, and musculoskeletal services for Healthy Blue members to AIM Specialty Health® (AIM), a specialty benefit management company, effective November 1, 2022. AIM works with leading insurers to improve healthcare quality and manage costs for today's most complex and prevalent tests and treatments, helping to promote care that is appropriate, safe, and affordable.

Upcoming webinars

Prior to the AIM Call Center and **ProviderPortal** going live on November 1, 2022, there will be helpful webinar sessions and Q&A only sessions for providers and office staff to learn more about each program and how to use the AIM **ProviderPortal**. We strongly encourage you and your practice to participate, even if you are already familiar with AIM and the **ProviderPortal** through other health plans or specialty programs. Live webinar sessions with Q&A will cover topics such as:

- How the program and preauthorization request process work.
- Which members and services will require prior authorization.
- Demonstration of the AIM **ProviderPortal** and how to enter order requests.
- Share additional resources.
- Q&A with our solution operations leaders.

Please register to attend at least one training opportunity. Your attendance at an AIM training opportunity is highly encouraged. AIM solution specific training content will be made available to you upon completion of registration and prior to attending a webinar session. Reviewing the material ahead of the training will allow you to bring relevant questions to be addressed during the training.

In the weeks leading up to the program go-live, a recording of each solution training will be made available on the AIM **ProviderPortal** for all registered **ProviderPortal** users.

Solution	Type of training	Date	Meeting information
Radiology & Cardiology	Live Webinar Session with Q&A	Tuesday, September 27, 2022, 12pm EST	Register for webinar link Join by phone: 650-479-3208 Session number (access code): 2533 753 9234 Session password: AIMS (2467 from phones)

AIM Specialty Health is an independent company providing utilization review services for Healthy Blue providers on behalf of Blue Cross and Blue Shield of North Carolina.

<https://provider.healthybluenc.com>

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Solution	Type of training	Date	Meeting information
Musculoskeletal	Live Webinar Session with Q&A	Wednesday, September 28th, 2022, 12pm EST	Register for webinar link Join by phone: 650-479-3208 Session number (access code): 2535 044 1916 Session password: AIMS (2467 from phones)
Radiology & Cardiology	Live Webinar Session with Q&A	Tuesday, October 11th, 2022, 12pm EST	Register for webinar link Join by phone: 650-479-3208 Session number (access code): 2535 710 2643 Session password: AIMS (2467 from phones)
Musculoskeletal	Live Webinar Session with Q&A	Wednesday, October 12th, 2022, 12pm EST	Register for webinar link Join by phone: 650-479-3208 Session number (access code): 2535 564 9875 Session password: AIMS (2467 from phones)
Radiology, Cardiology, Musculoskeletal	Q & A Only Session	Tuesday, November 1st, 2022, 12pm EST	Register for webinar link Join by phone: 650-479-3208 Session number (access code): 2531 698 1304 Session password: AIMS (2467 from phones)

Adding a new health plan to your existing AIM *ProviderPortal* account

If you currently have an AIM direct registration *ProviderPortal* login account with another health plan, there is a quick and easy way for your facility to add Blue Cross NC to your AIM user account after November 1, 2022. This will enable your facility to enter requests as you typically do on *ProviderPortal* for Healthy Blue members.

From the AIM *ProviderPortal* home page:

- Select **Provider Management** on the home page.
- Select **Add Provider Identifier**.
- Select the appropriate provider identifier from the drop-down list (for example, TIN, NPI, etc.) and input the identifier value for your facility.
- Confirm the health plans your facility is associated with by placing a check box by the health plan name.
- Select **Save**.

Note: If you currently access the AIM *ProviderPortal* by logging into another health plan's website (using single sign on), you will need to create a separate direct registration *ProviderPortal* login account and will **not** be able to link your user accounts together.

For more information

To learn more about AIM, please visit www.aimspecialtyhealth.com. Please contact Healthy Blue Provider Services at **844-594-5072** if you have additional questions.

Blue Cross NC values your participation in our network as well as the services you provide. We look forward to working with you to help improve the health of our members.

Sincerely,

Provider Solutions
Healthy Blue