

AIM Specialty Health will transition to Carelon Medical Benefits Management Inc.

In March 2023, AIM Specialty Health® will transition to Carelon Medical Benefits Management Inc. **This transition is a name change only, and there will be no process changes.** The new name will not impact the way AIM works with health plans and providers. In March, any operational assets that mention AIM Specialty Health (such as determination letters) will adopt the new Carelon Medical Benefits Management Inc. name.

Provider brand transition FAQ

| Provider experience focus area | |
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| 1. Will the AIM ProviderPortalSM URL or platform name be changed? | 1. No, the website address will not be impacted; all providers will continue to have access to www.providerportal.com . The AIM logo will be replaced with a Carelon logo. No changes are being made to the case submission process. |
| 2. Will there be any changes to the AIM Clinical Guidelines URL or content? | 2. Yes, the clinical guidelines site will be automatically redirected to a new Carelon URL, and the branding will be updated to reflect Carelon. |
| 3. Are any phone number changes planned as part of this transition? | 3. No, inbound phone numbers are not being changed. References to AIM within recorded scripting will be replaced with Carelon Medical Benefits Management Inc. |
| 4. Will there be any changes for providers who connect with AIM via other means such as Availty Essentials ? | 4. No, access changes are not needed or planned; however, all references to the AIM company name will eventually be updated to Carelon Medical Benefits Management Inc. |

| Provider experience focus area | |
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| 5. Will AIM references on health plan websites and member materials such as ID cards be changed? | 5. Not right away. Providers may continue to see the AIM company name on health plan websites and member ID cards for some time, but it's expected that these will be changed through scheduled content update cycles. |
| Corporate website | |
| 1. Will the AIM corporate website URL be changed? | 1. The corporate website will be moved to www.carelon.com . All links to the ProviderPortal and clinical guideline pages will remain active and will be redirected. |
| Provider microsites | |
| 1. Will the AIM provider microsite URLs change? | 1. The provider microsite URLs you use today to access information from AIM will be automatically redirected to new Carelon URLs, and the branding will be updated to reflect Carelon branding. |

Contact us:

Availity Chat with Payer is available during normal business hours. Get answers to your questions about eligibility, benefits, authorizations, claims status, and more. To access Availity Essentials, go to **availity.com** and select the appropriate payer space tile from the drop-down. Then, select **Chat with Payer** and complete the pre-chat form to start your chat.

For additional support, visit the *Contact Us* section at the bottom of our provider website for the appropriate contact.