

Reminder: AIM prior authorization phone number change for Medicare

AIM Specialty Health®* (AIM) created new contact center phone numbers for Medicare providers to call for prior authorization requests. The new phone numbers are listed below.

Note: The old number is not available for requests after August 15, 2022, so please use this new number to submit new prior authorization AIM requests.

Health plan	Market	New number
Amerigroup Community Care	NJ	833-419-2146
Amerigroup Community Care of New Mexico, Inc.	NM	833-775-1962
Amerigroup	TX	833-305-1809
Amerigroup Washington, Inc.	WA	833-342-1258
Amerigroup Community Care	TN	833-305-1801

As always, the best way to reach AIM is to use the **ProviderPortal**SM. It is:

- Self-service.
- Available 24/7.
- Customizable with physician information.
- Easy to use and allows real-time determinations.

The **ProviderPortal** is a fast and efficient way to start a case. It also allows your team to:

- Check order status and view order history.
- Print/save PDF of order summary.
- Use multiple staff members to enter/view the practice's orders.
- Increase payment certainty.
- Reference desk training and tutorials, including clinical criteria and CPT® lists.

If not already registered, your first step is to register your practice in the **ProviderPortal** at www.providerportal.com.

* AIM Specialty Health is an independent company providing some utilization review services on behalf of Amerigroup.

<https://provider.amerigroup.com>