

## Phone number change for AIM in Texas

AIM Specialty Health® (AIM)\* has a new phone number for Amerigroup providers in Texas to use to submit prior authorization requests. The new phone number is listed below and will go into effect on April 1, 2022. Please use this new number to submit new prior authorization requests to AIM or to get an update on an existing request after April 1, 2022.

State	New phone number
Texas	(833)342-1260

As always, the best way to reach AIM is to use the **ProviderPortal**<sup>SM</sup>. 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 the PDF of an order summary.
- Use multiple staff members to enter/view the practice's orders.
- Increase payment certainty.
- Reference training and tutorials, including *Clinical Criteria* and CPT® lists.

Your first step is to register your practice in **ProviderPortal** at [www.providerportal.com](http://www.providerportal.com) if you are not already registered.



**Email is the quickest and most direct way to receive important information from Amerigroup.**

To start receiving email from us (including some sent in lieu of fax or mail), submit your information using the QR code to the right or via our online form (<https://bit.ly/39gKLNm>).



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

<https://provider.amerigroup.com/TX>

Amerigroup members in the Medicaid Rural Service Area and the STAR Kids program are served by Amerigroup Insurance Company; all other Amerigroup members in Texas are served by Amerigroup Texas, Inc.