



Carelon Medical Benefits Management (Carelon)

(formerly AIM Specialty Health®)

Frequently Asked Questions

1. Will the AIM ProviderPortalSM URL or platform name be changed?

A. Providers will continue to use the same provider portal (www.providerportal.com) used by AIM; however, the AIM logo has been replaced with a **Carelon** logo.

2. Will there be changes to how Prior Authorization requests are submitted or processed?

A. No, there will be no changes to the case submission process.

3. Will there be any changes to the AIM Clinical Guidelines URL or content?

A. Yes, the clinical guidelines **site layout** has changed to **Carelon**, however, the guidelines remain the same **[Learn More](#)**.

4. Are any phone number changes planned as part of this transition?

A. No, inbound phone numbers are not being changed. References to AIM within recorded scripting will be replaced with Carelon Medical Benefits Management.

5. Will there be any changes for providers who connect with AIM via other means such as Availity® Essentials?

A. No, access changes are needed or planned; however, all references to the AIM company name will eventually be updated to Carelon Medical Benefits Management.

6. Will AIM references on websites be changed?

A. Changes to the Blue Cross and Blue Shield of Texas provider website related to the name change will be ongoing. We've started making changes and providers may continue to see the AIM company name on our websites, but these will be changed through scheduled content update cycles.

7. Will the AIM corporate website URL be changed?

A. AIM's corporate website will be moved to www.carelon.com. All links to the **[Carelon ProviderPortal](#)** and clinical guideline pages are active.

8. Will the AIM provider microsite URLs change?

A. 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.

Carelon Medical Benefits Management (formerly AIM Specialty Health) is an independent company that has contracted with BCBSTX to provide utilization management services for members with coverage through BCBSTX.

BCBSTX makes no endorsement, representations or warranties regarding any products or services provided by third party vendors such as Availity or Carelon Medical Benefits Management.

Please note that checking eligibility and benefits, and/or the fact that a service or treatment has been prior authorized or predetermined for benefits is not a guarantee of payment. Benefits will be determined once a claim is received and will be based upon, among other things, the member's eligibility, and the terms of the member's certificate of coverage applicable on the date services were rendered. If you have questions, contact the number on the member's ID card.

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