



# AIM Specialty Health® Transitions to Carelon Medical Benefits Management

AIM/Carelon is the SelectHealth utilization agent for genetic testing and medical/radiation oncology.

Effective **March 1, 2023**, AIM Specialty Health will become Carelon Medical Benefits Management (AIM joined the Carelon family of companies in June 2022). Carelon is a new healthcare services brand dedicated to solving the industry's most complex challenges. **This change does not impact the services AIM offers or the way AIM works with providers.**



In March, any documents (e.g., determination letters) that mention AIM Specialty Health and the website will begin using the new Carelon Medical Benefits Management name. This is only a name shift; there will be no changes to the way you submit a case or the contact information you use for checking case status.

**Want to learn more?** Review the Frequently Asked Questions below about this change.

## Frequently Asked Questions

### Will the AIM ProviderPortal<sup>SM</sup> URL or platform name be changed?

The ProviderPortal address will not be impacted; all providers will continue to have access to [www.providerportal.com](http://www.providerportal.com). The AIM logo will be replaced with a Carelon logo. Also, the case submission process will not change.

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

The web address (URL) you use today will continue working, but will be automatically redirected to a new Carelon URL. The branding will be updated to reflect the Carelon branding.

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

No inbound phone numbers will change. The reference to AIM within recorded scripting will be replaced with a reference to Carelon Medical Benefits Management.

### How will this change impact third party portals, such as Availity?

There will be **no change** to the way you access these portals. Within the portals, any reference to

AIM Specialty Health will be replaced with the new name. This may take some time to fully complete.

### Will references to AIM on health plan websites and other materials be changed?

Yes. While you may continue to see the AIM company name on health plan websites and member ID cards for some time, it's expected that these will be changed through scheduled content update cycles.

### Will the AIM corporate website URL change?

Yes. The corporate website will be moved to [www.carelon.com](http://www.carelon.com).

All links to the AIM ProviderPortal and the clinical guideline pages will remain active and will be redirected.

### Will provider microsite URLs change?

Yes. The provider microsite URLs will be automatically redirected to new Carelon URLs, and the branding will be updated to reflect the Carelon branding.

Please bookmark the new URLs after you are redirected.