

New fax number for precertification/notification requests

Background: Effective April 19, 2021, the fax number to request precertifications for **physical health services** has changed. Precertification requests and notifications can be submitted via the new fax number: **877-269-5705**. While the preferred method of precertification request submission is through the Interactive Care Reviewer via the Availity* Portal, requests may continue to be submitted via fax and phone.

Submit precertification and notification requests:

- Online at <https://providers.healthybluel.com>
- By phone at **844-521-6942**
- By fax at **877-269-5705**

Note: AIM Specialty Health®* manages precertification for the following modalities: computed tomography, magnetic resonance, positron emission tomography scans, nuclear cardiology (echocardiography, stress echo, resting transthoracic echo, transesophageal echo), radiation oncology, sleep medicine and cardiology services.

Find services managed by AIM Specialty Health:

- Online at aimspecialtyhealth.com
- By phone at **800-714-0040**

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call Provider Services at **844-521-6942**.

* Availity, LLC is an independent company providing administrative support services on behalf of Healthy Blue. AIM Specialty Health is an independent company providing some utilization review services on behalf of Healthy Blue.