



FAQ: Update to AIM phone number

BlueCross BlueShield of Western New York (BlueCross BlueShield) partners with Amerigroup companies to administer certain services to Medicaid Managed Care (MMC) and Child Health Plus (CHPlus) members. Please note, this notice is specific to the MMC and CHPlus programs only.

Q. What will be the new AIM Specialty Health® (AIM)* phone number for BlueCross BlueShield?

A. The new phone number will be **855-574-6483**.

Q. When is the anticipated go-live date for providers to begin using the new phone number?

A. The anticipated effective date is September 1, 2021.

Q. What will happen to the previous AIM number?

A. The number will remain active; however, BlueCross BlueShield providers will need to dial the new phone number for further assistance.

AIM will continue to transition other Medicaid markets to their own unique phone line. The existing number must remain active until all markets are no longer using the previous number. The target competition date for this transition will be by quarter 4 in 2022, and the previously used phone number will be discontinued by quarter 1 in 2023.

Q. Will the new number be applicable to Medicare as well?

A. No, this new number is only for Medicaid. Medicare will have a separate phone number.

What if I need assistance?

If you have questions about this communication or need assistance with any other item, contact your local Provider Experience representative or call Provider Services at **866-231-0847**.

* AIM Specialty Health is an independent company providing some utilization review services on behalf of BlueCross BlueShield of Western New York.

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