# AIM ProviderPortal Troubleshooting

On January 1, 2022, Bright HealthCare™ transitioned the review of diagnostic/advanced imaging, genetic testing, and radiation oncology solutions for Bright HealthCare members to AIM Specialty Health® (AIM). As a reminder, this change applies to all Bright HealthCare members in your area, except Medicare Advantage members.

We're so pleased you're a part of our Bright HealthCare network, and we wanted to send two important tips to help make navigating the AIM portal easier for you.

Tip #1: Use the Authorization Navigator to confirm if a select procedure or billing code should be submitted to AIM.
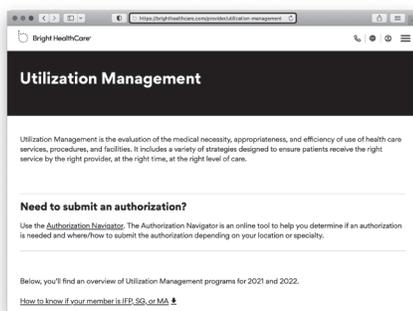

Find the Authorization Navigator at BrightHealthCare.com/provider/utilization-management.

Click the Authorization Navigator link under "Need to submit an authorization?"

You can also review AIM resources on the Utilization Management page. Select the member's state and then choose 2022 AIM Resources or 2022 AIM codes based on specialty.

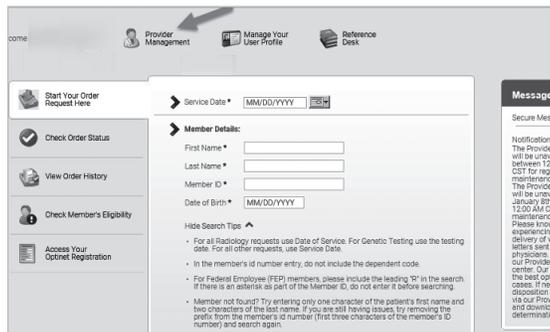For reference, here's what the Authorization Navigator looks like:
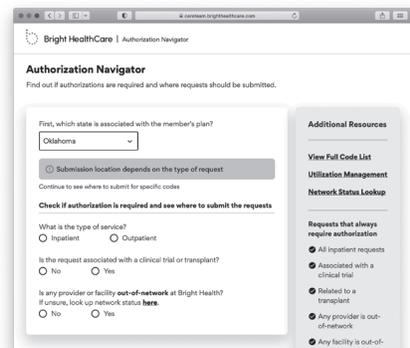
Tip #2: If you receive an error that your order cannot be processed (see below), you'll need to add Bright HealthCare to your AIM provider ID.
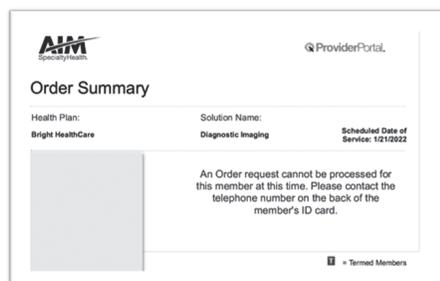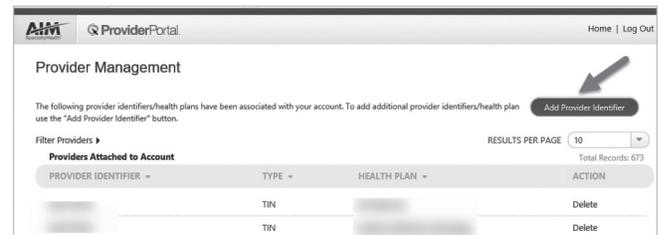
Follow these steps to add Bright HealthCare to your AIM provider ID:

1. Log in to AIM's ProviderPortal. Click **Provider Management** on the homepage.

2. A list of health plans associated with the user account will display. To add Bright HealthCare to your account, click **Add Provider Identifier**.


Note: The Add Provider Identifier option is only available when logging into the AIM ProviderPortal directly. This feature is not available when Single Sign On (SSO) is used. Providers who use SSO to log into the AIM ProviderPortal will need to contact AIM's Web Customer Service team at **(800) 252-2021.**

3. Click the drop-down list under **Provider Identifier** and select an identifier, then type that identifier into the box to the right. Any health plans associated with that identifier will display. Check to make sure Bright HealthCare is found and selected. If Bright is not found, select another identifier.

Scroll to the bottom and click **Save**. You should receive a message that providers have been added to your account.

Click **Home** to go back to the homepage to enter a request.
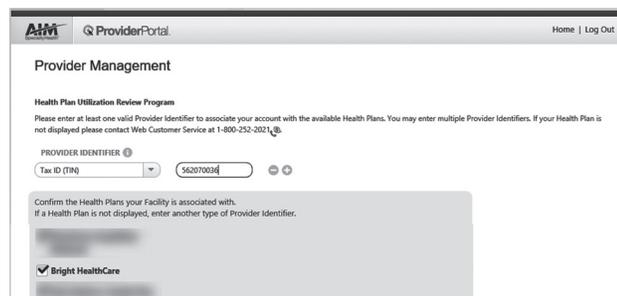
If you're still unable to connect Bright HealthCare to a provider ID in the AIM ProviderPortal, are experiencing other issues, or have questions about AIM's ProviderPortal, please call AIM's Web Customer Service team at **(800) 252-2021.**