



DATE

PROVIDER NAME

ADDRESS 1

ADDRESS 2

CITY, STATE ZIP

New pre-approval requirement effective September 1, 2018

We're working with National Imaging Associates, Incorporated (NIA) to authorize physical therapy, occupational therapy and chiropractic services starting September 1, 2018. The program affects members in our HMO/PPO and Medicare plans.

Services that require pre-approval

- Physical therapy services performed by any provider
- Occupational therapy services performed by any provider
- Chiropractic services performed by any provider (*see next page for more details about currently contracted chiropractic providers*)

For a complete list of procedures requiring an authorization, visit NIA's website **www.RadMD.com**.

The NIA program doesn't apply to services performed in certain places including:

- Therapy provided in an inpatient setting
- Therapy provided in a home setting
- Any therapy provided in an urgent or emergent care setting

How to request prior authorization online

In the coming weeks, you'll get more information from NIA, including training opportunities. You'll also get more details about the process you need to follow to obtain authorizations for physical, occupational and chiropractic services.

You can start authorizing these services beginning August 27, 2018 for dates of service September 1, 2018 and after by logging on to **www.RadMD.com**.

What you should know about the process

- Authorizations will include the approved date span and one or more CPT codes.
- If more services outside of an existing authorization or different codes are needed, you must contact NIA for review and approval before submitting claims.

- If you perform services without approval, we may deny payment. Please don't ask members for payment, as outlined in your agreement with us.
- We have ultimate responsibility and control for all coverage policies and procedures. We'll continue to pay claims for these procedures based on the terms of your agreement with us.

More details for currently contracted chiropractic providers

- Chiropractors currently contracted with American Chiropractic Network/Optum ("ACN") will begin billing Aetna directly for dates of service September 1, 2018 and after.
- Chiropractors who previously contacted ACN for authorizations, will begin contacting NIA through **www.RadMD.com** for services beginning September 1, 2018.
- Your contract with ACN will remain in place as it exists today.

Look for more communications about these changes as we get closer to the effective date.

Have questions or need information?

See NIA's criteria and get information about the authorization process at **www.RadMD.com**.

For other general information, you may call Aetna's provider services center at:

- **1-800-624-0756** for HMO and Medicare Advantage plans
- **1-888-632-3862** for PPO plans

Sincerely,



Julie DeGeorge
Market Head of Network
New York Market

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