



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 non-capitated 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

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.

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 claims, benefit or eligibility questions:

- 1-800-624-0756 – HMO and Medicare Advantage
- 1-888-632-3862 – All other plans

Coventry claims, benefit or eligibility questions:

- 1-800-788-8445 – Commercial plans in Eastern Pennsylvania
- 1-800-290-0190 – Advantra plans

Sincerely,



Christopher Morris
Vice President, Network Management
Eastern Pennsylvania and Delaware

Aetna

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