Avoid Authorization Denials by Submitting Requested Medical Records to NIA

*NIA requires medical records for advanced and cardiac imaging procedures for prior authorizations*

This update clarifies the National Imaging Associates, Inc. (NIA) process for prior authorization decisions for California Health and Wellness Plan (CHWP) members. To determine medical necessity for advanced and cardiac imaging procedures, NIA may require providers to send medical records.

NIA sends providers up to three requests for medical records. If NIA does not receive the requested information after the third notice, CHWP issues a denial for that request.

Once CHWP issues the denial, the provider must follow the formal appeals process listed on the denial notice to restart the review process.

ADDITIONAL INFORMATION

Provider reference materials, such as frequently asked questions (FAQs) and quick reference guides, are on the NIA website at www.RADMD.com.

If you have questions regarding the information contained in this update, contact CHWP at 1-877-658-0305.