



8325 Lenexa Drive  
Lenexa, KS 66214

Date

PROVIDER NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE ZIP

RE: Change for Therapy Services Beginning June 1, 2020

Dear Sunflower Health Plan Provider:

Effective June 1, 2020, outpatient physical medicine services (physical therapy, occupational therapy and speech therapy) will no longer be managed through a post-service review process for Sunflower Health Plan. Sunflower Health Plan remains committed to ensuring that physical medicine services provided to our members are consistent with nationally recognized clinical guidelines. Therefore, beginning June 1, 2020, prior authorization of outpatient physical medicine services will be required for Sunflower Health Plan membership. The utilization management of these services will continue to be managed by NIA. As the nation's leading specialty health care management company, NIA delivers comprehensive and innovative solutions to improve quality outcomes and optimize cost of care. Under terms of the agreement between Sunflower Health Plan and NIA, Sunflower Health Plan will oversee the NIA Physical Medicine Prior Authorization program and continue to be responsible for claims adjudication.

You will be able to obtain prior authorization via the website [www.RadMD.com](http://www.RadMD.com) or through the dedicated NIA toll-free phone number at 1-877-644-4623. NIA's toll-free phone number will be available starting May 25, 2020 for dates of service beginning June 1, 2020 and beyond.

**Please keep in mind you will need to ensure that the member has not exhausted his/her benefit prior to providing services, even if an "Approved Authorization" has been obtained. The purpose of NIA is to verify medical necessity of physical medicine services, and not to manage the member's benefits.**

We appreciate your support and look forward to your assistance in assuring that Sunflower Health Plan members receive Physical Medicine services delivered in a quality, clinically appropriate manner.

Should you have questions, please contact Sunflower Health Plan Provider Services at XXX-XXX-XXXX.

Sincerely,

1-877-644-4623  
TTY 711

[SunflowerHealthPlan.com](http://SunflowerHealthPlan.com)