



Dear Physical Medicine providers,

Beginning August 31, 2020, National Imaging Associates, Inc. (NIA) will require providers to identify an “Ordering/Treating provider” and “Rendering Facility/Clinic” when submitting a prior authorization request, for all members with Aetna through www.RadMD.com or through our Call Center (866) 842-1542.

When initiating a prior authorization for Physical Medicine procedures, you will need to select the “Ordering /Treating provider” who performed the initial evaluation. Please keep in mind that your authorization will cover all providers of the same discipline (PT, OT, ST or Chiropractic care, etc.) working under the same facility tax ID during an episode of care. If your individual clinicians are not listed, we ask that you please select your facility or group name. Future enhancements are being made to allow RadMD users to add missing Ordering/Treating providers.

In addition, please select the facility location where Physical Medicine procedures are rendered.

Our current policy requiring providers to obtain separate authorizations for each discipline has not changed, and providers should continue to obtain a separate authorization for Physical Medicine procedures for each discipline.

If you have any questions regarding this change, please contact NIA’s Provider Service Line at 1-800-327-0641.