



**FIDELIS CARE**<sup>®</sup>

PO Box 19166  
Long Island City NY 11101

August 1, 2021

PROVIDER NAME  
ADDRESS 1  
ADDRESS 2  
CITY, STATE ZIP

Dear Provider:

Beginning October 1, 2021, Fidelis Care is pleased to announce we are expanding our partnership with National Imaging Associates, Inc. (NIA) to provide utilization management for outpatient rehabilitative and habilitative physical medicine services for **Fidelis Care's Medicare members**. This expansion builds on Fidelis Care's current prior authorization program for physical medicine services being provided to their Medicaid and Qualified Health Plan members. The program is consistent with industry-wide efforts ensuring that physical medicine services provided to our members are consistent with nationally recognized clinical guidelines.

Fidelis Care will continue to be responsible for claims adjudication.

The NIA outpatient rehabilitative and habilitative physical medicine services prior authorization program will begin on October 1, 2021. Any services rendered on or after October 1, 2021 will require authorization. Authorizations can be obtained through the website, [www.RadMD.com](http://www.RadMD.com) or by calling NIA's Call Center 1-800-424-4952.

Services requiring prior authorization include:

- Physical therapy services
- Occupational therapy services
- Speech therapy services

Please keep in mind you will need to ensure that the member's therapy benefit has not been exhausted prior to providing services, even if an "Approved Authorization" has been obtained. This can be accomplished by calling Fidelis Care Provider Services at 1-888-FIDELIS (1-888-343-3547).

In the coming weeks, you will receive more information from NIA.

We appreciate your support and look forward to your assistance in assuring that Fidelis Care's members receive quality Physical, Occupational and Speech Therapy services delivered in a clinically appropriate manner.

Should you have questions, please contact Fidelis Care's Provider Services at 1-888-FIDELIS (1-888-343-3547).

Sincerely,

Vincent Marchello, MD  
Chief Medical Officer