



National Imaging Associates, Inc. (NIA)'s Re-Review for Physical Medicine (Therapy)

We've been listening to your feedback and have made some changes to improve your experience!

What to expect under the updated Process for Re-Review:

- Re-review can be initiated via peer-to-peer discussion. A re-review must be scheduled and completed within 4 business days of the denial date.
- NEW*-Re-review can now be initiated via the clinical document upload process on RadMD or via fax. Clinical documentation must be provided within 4 business days of the denial date.
- If the re-review timeframe (4 business days of the denial date) has passed, options include:
 - a. Submit an appeal to Iowa Total Care
 - b. Initiate a subsequent request for visits moving forward
- Validity periods for habilitative denials requesting additional information will be given a validity period to match the number of visits approved so that a subsequent request can be initiated to prevent lapses in care.
- If additional information is still needed after the peer-to-peer, but the provider agrees to visits approved to allow time to send in additional information, the denial will be changed to "Re-review Approved" status to allow the provider to send in clinical documents at any time.
- If the case cannot be approved at the time of the peer-to-peer discussion, the provider is asked to follow the appeal instructions within the denial determination.

If you would like to provide feedback regarding a peer-to-peer discussion or Re-Review, please contact your NIA dedicated Provider Relations Manager.