



January 1, 2025

Dear Provider,

Ambetter Health (Exchange - Iowa) has partnered with Evolent (formerly National Imaging Associates, Inc), a comprehensive Interventional Pain Management Quality Management Company, to implement a new prior authorization program. This program is intended to help providers effectively deliver quality patient care.

Effective January 1, 2025, interventional pain management procedures and services will require prior authorization through Evolent prior to being rendered in provider office or other outpatient hospital/facility settings (planned professional services only). This prior authorization management program will apply to **Ambetter Health members of all ages**.

Evolent uses clinical criteria based on nationally recognized guidelines to promote evidence-based practices. Providers may begin contacting Evolent on January 1, 2025, to seek prior authorization for procedures scheduled on or after January 1, 2025.

The Evolent program will apply to all specialties for the following outpatient interventional pain management services:

- Spinal Epidural Injections
- Paravertebral Facet Joint Injections or Blocks
- Paravertebral Facet Joint Denervation (Radiofrequency (RF) Neurolysis)
- Sacroiliac Joint Injections
- Sympathetic Nerve Blocks
- Intrathecal Pump Trials
- Implantable Infusion Pump Insertion
- Spinal Cord Stimulators

Prior authorization requests for interventional pain management services can be submitted to Evolent:


- Via Evolent provider portal at [RadMD.com](https://www.radmd.com)
- Via telephone at 1-800-642-2804. Staff is available Monday - Friday from 7:00 a.m. to 7:00 p.m. CT.


[RadMD](https://www.radmd.com) offers providers the ability to:


- Request prior authorization and verify authorization status.


- Upload required clinical documentation and view submitted files.
- Access clinical guidelines, checklists and additional provider resources and tools.
- Identify the dedicated Evolent Provider Solutions Manager to use as a direct point-of-contact for any issues or questions.

Ambetter Health is proud to be your healthcare partner. If you frequently request Interventional Pain Management services and are new to this process, please register for a training session.

 December 4, 2024 – 8 a.m. CT
<https://zoom.us/j/91453258240?pwd=aZUIPkxXgjCbr5fRdQh2wgDV6pAqIV.1>
 Meeting ID: 914 5325 8240
 Passcode: 377879

 December 10, 2024 – 12 p.m. CT
<https://zoom.us/j/92361419692?pwd=ax7fLbz8aJWmXeAb91QO0qIYCPB2Nm.1>
 Meeting ID: 923 6141 9692
 Passcode: 470500

 December 18, 2025 – 12 p.m. CT
<https://zoom.us/j/92300513874?pwd=8LSkoepu5uqrEwJSoOYAOneUzM9Buf.1>
 Meeting ID: 923 0051 3874
 Passcode: 177035

 January 8, 2025 – 8 a.m. CT
<https://zoom.us/j/97944777020?pwd=EJGEPQ2GaXEyU3xhGx2pgKBc2HbgzA.1>
 Meeting ID: 979 4477 7020
 Passcode: 052418

Upon registration you will receive a confirmation email from Evolent for the webinar session you selected.

To take part in the session via telephone, please use the numbers below and the specific meeting ID.

Phone # (US Toll): 646-931-3860

Phone # (US Toll): 309-205-3325

Ambetter Health approved training/education materials are available after logging into [RadMD.com](https://www.radmd.com).

To get started, go to [RadMD.com](https://www.radmd.com), click the “New User” button, select “Physician’s office that orders procedures” and submit a RadMD “Application for a New Account”. Once the application has been processed and a password link delivered by Evolent via e-mail, you will then be invited to create a new password.

If you have questions, please contact Ambetter Health Provider Services Department at 1-833-919-3213. If you have questions about the Evolent Interventional Pain

Management program, please email RadMDSupport@evolent.com or call 1-800-327-0641.

We look forward to offering you this program and hope it will enhance your experience with authorizations.

Sincerely,

[signee]