



January 1, 2025

Dear Provider,

Ambetter Health (Exchange - Iowa) has partnered with Evolent (formerly National Imaging Associates, Inc), a comprehensive Physical Medicine 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**, rehabilitative and habilitative physical medicine services will require prior authorization through Evolent prior to being rendered in provider office, outpatient hospital/facility, or Home Health 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 and Milliman Care Guidelines (MCG) to promote evidence-based practices. Providers may begin contacting Evolent on January 1, 2025, to seek prior authorization for services scheduled on or after January 1, 2025.

**The Evolent program will apply to all specialties for the following outpatient rehabilitative and habilitative physical medicine services:**

- Physical Therapy
- Occupational Therapy
- Speech Therapy

Prior authorization requests for rehabilitative and habilitative physical medicine 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. CST.

[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.

**Providers will need to ensure that the member’s therapy benefit has not been exhausted prior to rendering services, even if an authorization has been obtained.**

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



Tuesday, December 3, 2024 at 12 p.m. CT  
<https://zoom.us/j/93653391507?pwd=VhxB0IMsbTUYqaDs3RYV42bWJFvyp9.1>  
Meeting ID: 936 5339 1507  
Passcode: 801924



Friday, December 13, 2024 at 8 a.m. CT  
<https://zoom.us/j/96137839801?pwd=EmHmylgGqzCLQMaLIO6urSrXF9k4Vr.1>  
Meeting ID: 961 3783 9801  
Passcode: 281559



Thursday, January 9, 2024 at 12 p.m. CT  
<https://zoom.us/j/96309844942?pwd=imjrE7AzZva8xQrYi0qMftppv9MU7O.1>  
Meeting ID: 963 0984 4942  
Passcode: 278161

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 Evolent MSK or IPM programs, please email [RadMDSupport@evolent.com](mailto:RadMDSupport@evolent.com) call 1-800-327-0641.

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

Sincerely,

[signee]