



January 1, 2025

Dear Provider,

Wellcare (Medicare - 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 **Wellcare 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 1-800-424-5388. 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.

Wellcare approvals issued before January 1, 2025, are effective until the authorization end date. Upon expiration, authorization requests must be submitted to Evolent. If authorization is not obtained from Evolent, claims may be denied. For services/treatment that did not require an authorization prior to January 1, 2025, an authorization may be required from Evolent for service/treatment dates on and after January 1, 2025.

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.

Wellcare 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 pm CST

<https://zoom.us/j/93653391507?pwd=VhxB0IMsbTUYqaDs3RYV42bWJFvyp9.1>

Meeting ID: 936 5339 1507

Passcode: 801924



Friday, December 13, 2024 at 8 am CST

<https://zoom.us/j/96137839801?pwd=EmHmylgGqzCLQMaLIO6urSrXF9k4Vr.1>

Meeting ID: 961 3783 9801

Passcode: 281559



Thursday, January 9, 2024 at 12 pm CST

<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

Wellcare 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 Wellcare Provider Services Department at 1-833-444-9088. If you have questions about Evolent MSK or IPM programs, 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.