



September 8, 2020

Dear Providers,

National Imaging Associates, Inc. (NIA) would like to alert you of an upcoming change to the administration of the Fidelis Care's benefit year for Physical Medicine services. In the past, you were required to submit two prior authorization requests for a single discipline. NIA would then administer two authorizations to accommodate the end of the benefit year.

To streamline the benefit year administration process for providers, you will now be able to submit one prior authorization request where our system will prompt you to choose an option for the authorization to cross over into the new benefit year. If you choose that option, two authorizations will be issued. The first authorization will cover visits for the current benefit year, while the second will cover the portion of visits designated for the new benefit year.

As a Physical Medicine provider, you will:

- Confirm with the member whether they plan to continue with their current coverage in the new benefit year.
- Submit your initial and/or subsequent prior authorization requests in the same manner, using RadMD or NIA's call center.
- Indicate in the plan of care the number of requested visits for the current and new benefit year.
- As always, we will continue to review all cases for medical necessity of the requested plan of care. Crossing benefit years should not change this part of the process.

We are hopeful that this change will enhance your overall experience. If you have additional questions, please contact our Provider Services Line at 1-800-327-0641.

We appreciate your ongoing feedback!

Sincerely,

NIA Provider Relations