A message from National Imaging Associates (NIA). NIA manages the prior authorization process for non-emergency, advanced imaging services as well as physical therapy, occupational therapy and speech therapy rendered to Home State Health members.

For the past several weeks, the National Imaging Associates, Inc. (NIA) leadership team has been actively monitoring the coronavirus (COVID-19) outbreak and responding with measures to ensure our team members are safe and services to our clients and providers are not interrupted. We have followed the guidelines issued by the Centers for Disease Control (CDC) and the states in which we operate and reside.

We are very mindful of the impact this outbreak has on you, our valued provider. Given our work with you plays a vital role in the health of millions, it is necessary during this uncertain time to adapt some of our workplace practices. To more effectively and efficiently service providers, we are working to ensure that our operations continue with little or no interruption. In an effort to manage the anticipated increase in call volume, we ask that you use our website, www.RadMD.com to obtain authorizations, upload clinical documentation and verify authorization requests as often as possible.

RadMD

RadMD is a user-friendly, real-time automated tool offered by NIA that gives you instant access to submitting authorization requests for advanced imaging, cardiac, musculoskeletal, physical medicine and other specialty procedures. RadMD provides information in an easily accessible digital format. It is available 24/7, except during bi-weekly maintenance periods after hours. Whether submitting authorizations or checking the status of ordered procedures, you will find RadMD to be an efficient, easy-to-navigate resource.

Both **ordering and rendering providers can** access a range of online tools and associated specialty information on the www.RadMD.com website:

- Ordering provider access to obtain authorizations
- Upload clinical documentation feature for ordering and rendering providers
- Up-to-the-hour authorization information, including:
  o Date request initiated
  o Date exam approved
  o Authorization validity period
  o Valid billing (CPT®) codes, and more
- Evidence-based clinical review criteria
- Technical support is available if you have questions, and you and your patient's data is secure

We appreciate your use of RadMD to help us respond to all ordering and rendering providers as quickly as possible. If you are interested in learning more about RadMD to obtain specialty procedure authorizations from NIA, please contact our Provider Service Line at 800-327-0641.

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