



## Home State Health and NIA Therapy Announcement

Home State Health Plan is partnering with National Imaging Associates, Inc. (NIA) to ensure that the physical medicine services (physical, occupational, and speech therapy) provided to our Home State Health Plan members are consistent with nationally recognized clinical guidelines. Effective February 1, 2018, physical, occupational, and speech therapy services will NOT require prior authorization when provided by a participating provider.

Beginning with dates of service February 1, 2018, physical, occupational, and speech therapy services claims will be reviewed by NIA peer consultants to determine whether the services met/meet Home State Health Plan's policy criteria for medically necessary and medically appropriate care. These determinations are based on a review of the objective, contemporaneous, clearly documented clinical records. These reviews help us determine whether such services (past, present, and future) are medically necessary and otherwise eligible for coverage. You can access clinic guidelines at <http://www1.radmd.com/solutions/physical-medicine.aspx>.

Claims should continue to be submitted to Home State Health Plan for adjudication. All therapy claims must contain the appropriate modifier when submitted to the health plan in order to ensure appropriate adjudication. Failure to include a specialty modifier (GN, GO, GP), may result in the inability to process your claim. Medical necessity denials can be appealed through NIA. All other claims appeals are processed through the health plan.

NIA may request clinical documentation to support the medical necessity and appropriateness of the care. **There is no need to send patient records with your initial claim.** NIA will notify you if records are needed and your options for submitting them directly to NIA. If records are necessary, it is important you know that Home State Health Plan cannot adjudicate your claims until the necessary information is received. If the documentation received fails to establish that care is/was medically necessary Home State Health Plan may deny payment for services and future related therapy services thereafter. If requested records are not received, claims will be denied due to lack of information.



An important  
message from  
**Provider Relations**



You will be able to upload requested records on the NIA website [www.RadMD.com](http://www.RadMD.com) or through the NIA fax number at 1-800-784-6864. Medical necessity reviews are based on clinical guidelines which are available on the NIA website at: <http://www1.radmd.com/solutions/physical-medicine.aspx>.

As the nation's leading specialty health care management company, NIA delivers comprehensive and innovative solutions to improve quality outcomes and optimize cost of care. If NIA therapy peer reviewers determine that the care provided fails to meet our criteria for covered therapy services, you and the member will receive notice of coverage decision.

Please keep in mind you will need to ensure that the member has not exhausted his/her PT/OT/ST benefit and/or has a habilitative benefit prior to providing services. The purpose of NIA is to review medical necessity of PT/OT/ST services, and not to manage the member's benefits. Please verify member eligibility by utilizing the Home State Health website or calling our Customer Care Center at 1-855-694-4663.

NIA will be conducting educational webinars in January. Notice of specific webinar dates and times will be sent in the near future.

We appreciate your participation and look forward to your assistance in assuring that Home State Health Plan members receive physical, occupational, and speech therapy services in a quality, clinically appropriate manner.

Should you have questions, please contact Home State Health Provider Services at 1-855-694-4663.

➤ **Secure Portal Registration:** If you haven't already do so, please go to [www.HomeStateHealth.com](http://www.HomeStateHealth.com) to register for our Secure Portal. Functions on the portal include: Verification of eligibility, submission of claims, entering authorizations, viewing patient care gaps, etc. Use of the portal is FREE for all services!

➤ **Electronic Funds Transfer / Electronic Remittance Advice**

- Home State Health Plan partners with PaySpan Health for EFT/ERA services.
- Please register with PaySpan Health at [www.payspanhealth.com](http://www.payspanhealth.com)

**Questions?**

**Contact Provider Relations at 1-855-694-4663.**