

# PROVIDER Update



Health Net®

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## Avoid Authorization Denials by Submitting Requested Medical Records to NIA

*NIA requires medical records for advanced and cardiac imaging procedures for prior authorizations*

This update clarifies the National Imaging Associates, Inc. (NIA) process for prior authorization decisions for Health Net\* members. To determine medical necessity for advanced and cardiac imaging procedures, NIA may require providers to send medical records.

NIA sends providers up to three requests for medical records. If NIA does not receive the requested information after the third notice, Health Net issues a denial for that request.

Once Health Net issues the denial, the provider must follow the formal appeals process listed on the denial notice to restart the review process.

### ADDITIONAL INFORMATION

Provider reference materials, such as frequently asked questions (FAQs) and quick reference guides, are available on the NIA website at [www.RADMD.com](http://www.RADMD.com).

If you have questions regarding the information contained in this update, contact the Health Net Provider Services Center by email at [provider\\_services@healthnet.com](mailto:provider_services@healthnet.com) within 60 days, by telephone or through the Health Net provider website as listed in the right-hand column.

#### THIS UPDATE APPLIES TO CALIFORNIA PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

#### LINES OF BUSINESS:

- HMO/POS/HSP
- PPO
- EPO
- Medicare Advantage (HMO)
- Medi-Cal
  - Kern
  - Los Angeles
    - Molina
  - Riverside
  - Sacramento
  - San Bernardino
  - San Diego
  - San Joaquin
  - Stanislaus
  - Tulare

#### PROVIDER SERVICES

[provider\\_services@healthnet.com](mailto:provider_services@healthnet.com)

#### EnhancedCare PPO (IFP)

1-844-463-8188

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

#### EnhancedCare PPO (SBG)

1-844-463-8188

[provider.healthnet.com](http://provider.healthnet.com)

#### Health Net Employer Group HMO, POS, HSP, PPO, & EPO

1-800-641-7761

[provider.healthnet.com](http://provider.healthnet.com)

#### IFP – CommunityCare HMO, PPO, PureCare HSP, PureCare One EPO

1-888-926-2164

[provider.healthnetcalifornia.com](http://provider.healthnetcalifornia.com)

Medi-Cal – 1-800-675-6110

[provider.healthnet.com](http://provider.healthnet.com)

#### PROVIDER COMMUNICATIONS

[provider.communications@healthnet.com](mailto:provider.communications@healthnet.com)

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