

PROVIDER Update



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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 CalViva Health 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,* on behalf of CalViva Health, issues a denial for that request.

Once the plan 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 on the NIA website at www.RADMD.com.

If you have questions regarding the information contained in this update, contact CalViva Health at 1-888-893-1569.

THIS UPDATE APPLIES TO
MEDI-CAL PROVIDERS:

- Physicians
- Participating Physician Groups
- Hospitals
- Ancillary Providers

PROVIDER SERVICES

1-888-893-1569
www.healthnet.com