



RE: Change for Therapy Services Beginning April 1, 2020

Dear IlliniCare Health Provider:

Effective April 1, 2020, physical medicine services (physical therapy, occupational therapy and speech therapy) will no longer be managed through a post-service review process for IlliniCare Health. IlliniCare Health remains committed to ensuring that physical medicine services provided to our members are consistent with nationally recognized clinical guidelines. Therefore, beginning April 1, 2020, prior authorization of outpatient physical medicine services will be required for IlliniCare Health membership. The utilization management of these services will continue to be managed by NIA. 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. Under terms of the agreement between IlliniCare Health and NIA, IlliniCare Health will oversee the NIA Physical Medicine Prior Authorization program and continue to be responsible for claims adjudication.

You will be able to obtain prior authorization via the website www.RadMD.com or through the dedicated NIA toll-free phone number at 1-866-210-4733. NIA's toll-free phone number will be available starting March 23, 2020 for dates of service beginning April 1, 2020 and beyond.

Please keep in mind you will need to ensure that the member has not exhausted his/her benefit prior to providing services, even if an "Approved Authorization" has been obtained. The purpose of NIA is to verify medical necessity of physical medicine services, and not to manage the member's benefits.

We appreciate your support and look forward to your assistance in assuring that IlliniCare Health members receive Physical and Occupational Medicine services delivered in a quality, clinically appropriate manner.

Should you have questions, please contact IlliniCare Health Provider Services at 866-329-4701.

Sincerely,
IlliniCare Health