

NIA Information Sheet

Authorizations for Care:

Website: www.radmd.com

Phone: 866-842-1542 - Call Center, for authorizations

Hours: 8am-8pm M-F EST

Fax: 800-784-6864 - for clinical records for pre-authorization review MUST HAVE NIA COVER SHEET!

Peer to Peer Request Phone #: 888-642-7649

Technical Support:

Tech Support Phone: 877-807-2363

Tech Support Email: RadMDSupport@MagellanHealth.com

Provider Relations:

NIA Provider Service Line: 800-327-0641

Dedicated Provider Relations Managers:

Charmaine Everett Email: cseverett@magellanhealth.com

Phone: 800-450-7281 x32615

Justin Clifford Email: jclifford@magellanhealth.com

Appeals:

Appeals of NIA determinations go through Aetna's standard appeal process.

Website: <https://www.aetna.com/health-care-professionals/disputes-appeals/disputes-appeals-overview.html>

Phone: 1-800-624-0756 for HMO-based benefits plans

1-888-632-3862 for indemnity and PPO-based benefits plans

Appeal Form: <http://www.aetna.com/healthcare-professionals/documents-forms/provider-complaint-appeal-request.pdf>

Appeal Mailing Address:

Aetna-Provider Resolution Team

P.O. Box 14020

Lexington, KY 40512

Appeal Fax#: 859-455-8650