



## NATIONAL IMAGING ASSOCIATES (NIA) ELIGIBILITY ISSUE

February 15, 2022

Dear Care1st Providers and Office Staff:

NIA manages the prior authorization process for Cardiac and Advanced Imaging procedures for Care1st.

Late last week, NIA notified us of an issue related to loading of eligibility. This issue is causing some prior authorizations to be denied for member eligibility *when the member is active and enrolled*.

NIA is working hard to correct this issue and believe it will be fully corrected in April. In the interim, NIA is manually verifying member eligibility to avoid incorrect denials.

If you receive a prior authorization denial due to eligibility and the member is in fact eligible, please immediately reach out to your dedicated NIA Provider Relations Manager or NIA Provider Services at 1-800-327-0641.

If you have any questions related to the information outlined above or require additional assistance, please contact Care1st Network Management using the information below.

We apologize for any inconvenience you experience as a result of this issue. We will share updates with you as they are received from NIA.

***Thank you!***

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**Care1st Network Management**  
**Ph 602.778.1800/866.560.4042 (Options in order: 5, 7)**  
**Fax 602.778.1875/E-mail SM\_AZ\_PNO@Care1stAZ.com**  
Visit our website at [www.care1staz.com](http://www.care1staz.com)

Looking for your assigned Provider Network Rep? On our website go to Providers > Provider Rep Contact Info