

All About Privileging

Frequently Asked Questions

Where can I direct questions about the Diagnostic Imaging Privileging Application or the privileging process?

If providers have any questions regarding the Diagnostic Imaging Privileging Application or process, they may contact NIA's Provider Assessment Department toll-free at 888-972-9642 or at RADPrivilege@MagellanHealth.com.

Is NIA able to assist providers with questions specific to accreditation and/or policies and procedures required by the Privileging Guidelines?

NIA's Provider Assessment Department is staffed by clinicians who are able to assist providers with questions specific to accreditation and/or policies and procedures required by the Privileging Guidelines (e.g., the components of a comprehensive Radiation Safety/ALARA Program). Providers may contact the Provider Assessment Department toll-free at 888-972-9642 with any questions.

How do I access the Diagnostic Imaging Privileging Application?

To access the online application:

- Direct your Web browser to www.RadMD.com.
- Click on the link for the "Coventry Privileging Application" located on the right side of the home page and click "Login."
- Enter your login in the "Login" box. *(If you do not know your login, please contact NIA's Provider Assessment Department toll-free at 888-972-9642.)*

How user-friendly is NIA's online Diagnostic Imaging Privileging Application?

NIA offers a very user-friendly online application that can be quickly and easily completed by the user. It is a "smart" application which only will ask you questions that apply directly to your practice, based on the previous responses you provided. For example, if your office offers only MRI services, you will not be asked any questions regarding CT or other imaging modalities.

If you need to step away from the computer, you can choose to save the application and return to complete it at a later time. The application will also "auto save" if you forget to save the application before completing and submitting it.

If there are changes to the practice information after the initial application has been submitted (e.g., your practice obtained an additional piece of equipment or achieved accreditation), you may access your original application online, make the necessary modifications, and submit a revised application. It is important to note that you are able to revise an existing application rather than having to complete a whole new application.

However, please note that a separate application is required for each practice location.

I have additional practice locations. Do I need to complete additional applications?

A separate application must be completed for each practice location at which diagnostic imaging services are performed. Please contact NIA's Provider Assessment Department at 888-972-9642 to obtain additional login(s). This will allow you to go online to complete an application for each location.

The address indicated on my facility's online application is incorrect. What should I do?

To change your facility address – for example, if you provided the billing address instead of the service address, or if you provided an address of a location which has closed – please contact NIA's Provider Assessment Department at 888-972-9642. NIA will update the records and provide you with a new login so that your online application reflects the accurate service address for your facility.

How will the HealthAmerica be notified of the results of the Privileging Program?

NIA will provide HealthAmerica with a suite of reports every two weeks that give an overview of the imaging network, as well as detailed reports that identify by provider name, address, specialty, and TIN the providers who are compliant vs. non-compliant with the Privileging Guidelines. Any provider deficiencies are included on the provider detail report.

How will providers be notified of the results of the Privileging Program?

Providers will be notified in writing of the results of the Privileging Program only if HealthAmerica advises NIA to send such notification. HealthAmerica will have the opportunity to review the provider report, make exceptions to a provider's determination if necessary (e.g., approve a provider who is non-compliant with the PET guidelines due to network need), and advise NIA to mail appropriate determination letters on behalf of HealthAmerica. NIA will not advise a provider of the determination by phone without HealthAmerica consent.